

ESOS COMPLIANCE FRAMEWORK MANUAL

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PREAMBLE

This is the A.C.O.A.E. RTO Policy Statement on ESOS Compliance. This Policy Statement is applicable to all international students that hold a student visa who are studying a COLLEGE program at any teaching location onshore in Australia.

INTRODUCTION

The Education Services for Overseas Students (ESOS) legislative framework includes the following:

- [The ESOS Act 2000;](#)
- [The ESOS Regulations 2001;](#)
- [The ESOS \(Registration Charges\) Act 1997; and](#)
- [The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 \(The National Code\).](#)
- [The Education Services for Overseas Students \(TPS Levies\) Act 2012](#)

The ESOS regulatory framework establishes standards and procedures for the provision of education courses to international students in Australia. It regulates what information must be given to existing and prospective international students; what services must be provided to existing students; how financial matters are to be managed; what records are kept and what information is to be given to the Department of Education and Training and the Department of Immigration and Border Protection (DIBP) about international students.

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the National Code) provides nationally consistent standards for the conduct of registered providers and the registration of their programs. The standards set out specifications and procedures to ensure that registered providers of education and training programs can clearly understand and comply with their obligations under the National Code.

The National Code comprises of 4 sections, A, B, C & D.

- Part A Outlines the principles and guidelines that underpin the National Code.
- Part B Describes the roles and responsibilities of the Australian, State and Territory Governments in administering the ESOS regulatory framework. The Department of Education and Training, and the Commonwealth Department of Immigration and Border Protection (DIBP) play key roles in the regulation of the international education industry. State and Territory regulatory authorities have authority over the registration of courses and providers within their respective jurisdictions.
- Part C Outlines the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registration requirements; and
- Part D Provides Standards that set out obligations on and procedures for registered providers of education and training to overseas students.
- *Note:*
- *The term Registered Provider refers to the RTO.*

Also, the term 'international student' refers to students studying onshore in Australia in a CRICOS registered program holding a student visa in a University program regardless of the teaching location.

Where the ESOS Act and National Code refers to a 'Course' this manual will refer to a 'Program'

THE NATIONAL CODE

"The objectives of the National Code are to:

1. Support the ESOS framework, including supporting the effective administration of the framework by the Australian Government and state and territory governments;
2. Establish and safeguard Australia's international reputation as a provider of high quality education and training by:
 - ensuring that education and training for international students meets nationally consistent standards; and
 - ensuring the integrity of registered providers.
3. Protect the interests of international students by:
 - ensuring that appropriate consumer protection mechanisms exist,
 - ensuring that student welfare and support services for international students meet nationally consistent standards, and
 - providing nationally consistent standards for dealing with student complaints and appeals.
4. Support registered providers in monitoring student compliance with student visa conditions and in reporting any student breaches to the Australian Government.

The National Code applies to all providers registered under the ESOS Act to deliver education and training courses to international students who come to Australia to study on a student visa. It is also used by designated

government authorities for the purpose of recommending courses for registration on CRICOS.

The National Code complements existing national quality assurance frameworks for sectors of the education and training industry."

AUDIT REQUIREMENTS FOR RTO

The RTO is a regulated through ASQA. Registered Training organisations are to comply with the standards. Registered providers are also required to provide a declaration of conformity to the designated authority that contains the following:

- unique identification of the declaration of conformity;
- the name and contact address of the registered provider;
- the CRICOS number of the registered provider
- a statement that the registered provider conforms with the National Code;
- the date of the declaration of conformity;
- the signature of the principal executive officer;
- reference to the existence of any associated supporting documentation; and
- a report on the implementation of any corrective and preventative actions identified as being necessary.

A.C.O.A.E. RTO is committed to ensuring compliance with the ESOS Act and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.

The ESOS compliance program includes internal audits.

COMMONWEALTH REGISTER OF INSTITUTIONS AND COURSES FOR OVERSEAS STUDENTS (CRICOS) REGISTRATION REQUIREMENTS

Teaching locations and all courses that are offered to international students must be registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

The [CRICOS](#) register is publicly available for viewing on-line.

CRICOS PROGRAM REGISTRATION

Management, and Compliance is responsible for the registration of new programs on CRICOS. It is the responsibility of the awarding Faculty to ensure Management receives the necessary information to lodge a CRICOS application.

CRICOS registration is not automatic. Applications to register programs on CRICOS could be refused, therefore registration should not be assumed.

GENERAL CRICOS PROGRAM REQUIREMENTS

General requirements are:

- The program must be conducted by a CRICOS registered provider.
- Registration on CRICOS is for a particular program for a teaching location. A provider wishing to provide programs in more than one location must seek registration for each program for each location where it will be delivered.
- The registration must include the expected duration of the program. The registered

duration must not exceed the time required for completing the program on the basis of the normal amount of full-time study. A program will not be registered on CRICOS unless it meets the relevant requirements of the Australian Qualifications Framework requirements or those of any other appropriate quality or accreditation framework.

- Only programs that are undertaken on a full-time basis can be registered on CRICOS.
- The medium of delivery must be primarily face-to-face contact as per Standard 9 (4).

ISSUES TO BE IDENTIFIED PRIOR TO REGISTERING A PROGRAM ON CRICOS

Work-Based Training (Practical Placement)

International students can only undertake work-based training if it is a compulsory component of their program. That is, they cannot gain the qualification without it. For the purposes of ESOS, work-based training includes any work type placement (paid or unpaid). It does not include project-based courses where students undertake a project for an employer where they may visit the work-place in furtherance of the project.

Where programs have compulsory work-based training this must be identified when the program is registered on CRICOS. The College will ensure appropriate arrangements for the supervision and assessment of students are in place. The Practical Placements documentation (Policy, Procedure and Associated Documents) is located on the Website www.ACOAE.com

Distance or Online Delivery

Under the National Code 2007, providers may allow international students to undertake no more than 25% of their program by distance and/or on-line learning. Programs with a distance or on-line component can only be registered on CRICOS where regulators are satisfied that they contain an on-line/distance component of no more than 25% of the program.

International students must not be enrolled exclusively in distance or online learning in any compulsory study period.

Programs that are delivered entirely on-line or by distance learning cannot be registered on CRICOS.

Refer to Standard 9 of the National Code for further details.

Tuition Protection Service

The Tuition Protection Service (TPS) has been set up to assist international students whose education providers are unable to fully deliver their program of study.

The TPS ensures that international students studying at the college are able to either:

- Complete their studies in another program or with another education provider or
- Receive a refund of their unspent tuition fees.

If the college is unable to deliver a program that has been paid for and cannot meet the obligation to offer an alternative program that the student accepts or pays a refund of any unspent prepaid tuition fees, the TPS will assist the student in finding an alternative program or to get a refund if a suitable alternative is not found.

Provider Default:

The college will be considered to have defaulted if it fails to deliver a program to a student at the agreed location on the agreed starting date, or after the program starts but before it is completed, it ceases to teach the program at the agreed location and the student has not withdrawn from the program before the default day.

The college must notify the Secretary and the TPS Director of the default within 3 working days of the default occurring. Affected students must also be notified in writing.

The college has 14 working days to discharge its obligations under Provider Default i.e. to offer the students a place in a suitable alternative program, or where the student does not accept the alternative program or an alternative program is not available, offer a refund of unexpended tuition fees.

Changes to CRICOS Registered Programs

If a faculty is proposing to make changes to a CRICOS registered program, it must receive advice from Management on the status of overseas student offers/applications made for the program to ensure that changes affecting future delivery can be considered during the transition process.

- Changes may include:
- Change to a program title and national code.
- Change to duration of a program. This will require a new CRICOS registration application.
- Change to hours of delivery
- Change to admission requirements of a program.
- Offering a revised program – If revisions are only limited to course changes there is no need to refer to CUP. However, significant structural changes should be discussed as a new CRICOS program registration may be required.
- Change of location for delivery of the program or any component of the program.
- Change to on-line delivery.
- Change to work-based training/practical placement requirements.
- Change of delivery strategy to include work-based learning.
- Change to arrangements with other providers – proposed changes to arrangements with other providers must be approved by regulators prior to the changes being made.

Fee Changes

International tuition fees are negotiated by the Senior Management and the Executive staff. The Manager, Student Support then updates the fee schedule. The updated schedule requires approval from Management. Once approved by Council, Management then advises the Tertiary Education

Quality Standards Agency (TEQSA) & Australian Skills Quality Authority (ASQA) of the updated tuition fee and non-tuition fees the students pay directly to the College.

Any other costs to the student undertaking the program, e.g. uniforms, is to be recorded on the college website and in the International Student Offer & Acceptance Agreement.

Discontinuation or Variation of Program

If a CRICOS registered program is to be discontinued or varied, Management must be advised by the relevant faculty in order for the cessation of the program to be negotiated in the event that there are current students enrolled in the program or offers and acceptances for incoming students for future intakes. Refer Tuition Protection Services.

REGISTRATION OF A TEACHING LOCATION

When a new teaching location is approved for the delivery of programs to international students, Management lodges an application with the appropriate regulatory body. The regulatory body may conduct an onsite visit as part of the application process.

STANDARDS FOR REGISTERED PROVIDERS

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students provides nationally consistent standards to set out the obligations of registered providers in delivering education and training to international students.

The RTO has a suite of ESOS procedures aligned to the National Code standards.

STANDARD 1 - MARKETING INFORMATION AND PRACTICES

National Code

Standard 1 – Marketing Information and Practices

“Registered providers ensure that marketing of their education and training services is professional, accurate and maintains the integrity and reputation of the industry.

1. The registered provider must ensure the marketing of its education and training services is undertaken in a professional manner and maintains the integrity and reputation of the industry and registered providers.
2. The registered provider must:
 - clearly identify the registered provider's name and CRICOS number in written marketing and other material for students, including electronic form, and
 - not give false or misleading information or advice in relation to:

- claims of association between providers;
 - the employment outcomes associated with a course;
 - automatic acceptance into another course;
 - possible migration outcomes, or
 - any other claims relating to the registered provider, its course or outcomes associated with the course.
3. The registered provider must not actively recruit a student where this clearly conflicts with its obligations under Standard 7 (Transfer between registered providers).”

Refer to A.C.O.A.E. RTO Standard 1- Marketing and Information Practices documents.

STANDARD 2 - STUDENT ENGAGEMENT BEFORE ENROLMENT

National Code

Standard 2 – Student engagement before enrolment

“Registered providers recruit students in an ethical and responsible manner and provide information that enables students to make informed decisions about studying with the registered provider in Australia. Registered providers ensure students' qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.

1. Prior to accepting a student, or an intending student, for enrolment in a course, the registered provider must provide, in print or through referral to an electronic copy, current and accurate information regarding the following:
 - a. the requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable;

- b. the course content and duration, qualification offered if applicable, modes of study and assessment methods;
 - c. campus locations and a general description of facilities, equipment, and learning and library resources available to students;
 - d. details of any arrangements with another registered provider, person or business to provide the course or part of the course;
 - e. indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies;
 - f. information about the grounds by which the student's enrolment may be deferred, suspended or cancelled;
 - g. a description of the ESOS framework made available electronically by DEEWR, and
 - h. relevant information on living in Australia, including:
 - i. indicative costs of living
 - ii. accommodation options, and
 - iii. where relevant, schooling obligations and options for school-aged dependents of intending students, including that school fees may be incurred.
2. The registered provider must have documented procedures in place, and implement these procedures to assess whether the student's qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought."

Student Engagement

The combination of information is available from the College:

- International students website
www.ACOAE.com

- the International Student Offer & Acceptance Agreement and satisfies the requirements of Standard 2 (1).

Assessing International Students' Qualifications, Experience and English

Standard 2 (2) requires the College to have 'documented procedures in place, and implement these procedures to assess whether the student's qualifications, experience and English language proficiency are appropriate'.

Refer to the A.C.O.A.E. RTO Student engagement before enrolment documents

Accuracy of Information Provided to Students

It is important that all information provided to students is entirely accurate and not misleading. If there are additional costs associated with a course, other than tuition fees, this also needs to be made clear on the website.

Migration Advice

A.C.O.A.E. RTO staff should not provide any form of migration advice to students unless they are a registered migration agent. Only registered migration agents may provide migration information. The provision of migration advice by an unauthorised person can result in severe penalties. Students who make enquiries about migration issues should be directed to the [DIBP website](#) or DIBP Enquiries line (telephone: 131 881) for more information.

STANDARD 3 - FORMALISATION OF ENROLMENT

National Code

Standard 3 – Formalisation of enrolment

"Written agreements between registered providers and students set out the services to be provided, fees payable and information in relation to refunds of course money.

1. The registered provider must enter into a written agreement with the student, signed or otherwise accepted by that student, concurrently with or prior to accepting course money from the student. The agreement must:
 - a. identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment;
 - b. provide an itemised list of course money payable by the student;
 - c. provide information in relation to refunds of course money
 - d. set out the circumstances in which personal information about the student may be shared between the registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition, and
 - e. advise the student of his or her obligation to notify the registered provider of a change of address while enrolled in the course.
2. The registered provider must include in the written agreement the following information, which is to be consistent with the requirements of the ESOS Act, in relation to refunds of course money in the case of student and provider default:
 - a. amounts that may or may not be repaid to the student (including any course money collected by education agents on behalf of the registered provider);
 - b. processes for claiming a refund;
 - c. a plain English explanation of what happens in the event of a course not being delivered, and
 - d. a statement that "This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws"."

Application

Students can apply online for entry into A.C.O.A.E. RTO. Applications must be submitted with all required supporting documentation.

Application information is available from the A.C.O.A.E. RTO Website under [International Student](#)

Before Enrolment:

1. Choose your Course
2. Academic Entry Requirement
3. English language requirements

Assessment of Application / Program Offer

International Admissions are responsible for the issue of the International Student Offer & Acceptance Agreement to international student's subject to the student meeting entry requirements agreed to by A.C.O.A.E. RTO Management.

International Student Offer & Acceptance Agreement

The International Student Offer & Acceptance Agreement template must be approved by the Manager and Compliance to ensure it meets National Code requirements.

An International Student Offer & Acceptance Agreement issued to a prospective student must be on A.C.O.A.E. RTO official letterhead. The International Student Offer & Acceptance Agreements are valid only when signed by an authorised College staff member or authorised representative.

To accept an offer from the college, international students are required to

submit the signed International Student Offer & Acceptance Agreement. By completing the acceptance process, the student is provided with information which A.C.O.A.E. RTO is required to provide to the student b. Standard 2 and Standard 3 of the National Code and the student agrees to the terms and conditions of the International Student Offer & Acceptance Agreement.

Conditional Offers

An offer may be made to a student where the student must satisfy certain conditions prior to enrolment. Such conditions may include satisfactory completion of the student's previous program, and/or minimum English language required.

A student cannot be enrolled on a conditional offer until information is provided to satisfy the conditions at which time an enrolment can occur.

Deposits and Acceptance of Course Money

The International Student Offer & Acceptance Agreement must be signed concurrently with, or prior to, accepting Course tuition fee from the student.

The College will contact the student to inform them the payment will not be processed until the signed International Student Offer & Agreement is received.

Fees Payable in Advance

The International Student Offer & Acceptance Agreement provides details of the amount of deposit required. The College is not allowed to accept more than 50% of a program's total tuition fee in advance.

Exemption and Recognition of Prior Learning (RPL) and Credit Transfer

When exemptions or RPL are approved at the time of the student's application for a program, any reduction in program

duration must be reflected in the International Student Offer & Acceptance Agreement.

Refund Policy

The Refund for International Students Policy, the Refund for International Students Procedure and the Tuition Fees Payment Terms for International Students Guidelines can be found on the College Policy and Procedure on the website.

Overseas Student Health Cover

It is a condition of student visas that international students maintain Overseas Student Health Cover (OSHC) for the duration of their student visa.

It is the student's responsibility to ensure that they maintain a valid OSHC membership for the duration of their visa. Where requested International Admissions and partner providers will apply for OSHC membership for students for the length of their student visa.

Electronic Confirmation of Enrolment (CoE) and Student Visa Application

Students are responsible for obtaining their own student visa. The College will provide an electronic Confirmation of Enrolment (CoE) to a student upon confirmation of Course(s) acceptance and subject to the student meeting all condition(s) of their offer.

A student must submit their CoE as part of their student visa application. A.C.O.A.E. RTO students' visa applications are assessed under DIBP's Streamlined Visa Process.

Student Visa

Overseas residents intending to study in

Australia are required to apply for a student visa. While on a student visa, they are only permitted to enroll in CRICOS registered programs and must comply with any conditions attached to their visa.

Students will require a new visa if they exceed the expected length of their program, usually due to course fails.

The granting of new visas is not automatic.

Student visas allow students to work while studying. The number of hours allowed to work during a semester depends on the type of student visa granted to the student.

Residential Address

International students are required to advise of any change in their residential address within seven days of the change occurring. A.C.O.A.E. RTO students must change their address with the student support.

Student Dependents

Depending on the program duration, DIBP may permit the student to bring their dependent(s) with them to Australia. Like the primary visa holder, student dependents must comply with the visa conditions attached to their dependent visas. Student dependent visas can only be extended if the primary visa holder receives a visa extension (new visa).

Likewise, the cancellation of the primary visa holder's student visa will result in the cancellation of any dependent visas issued for that student. School age dependents must be enrolled in school.

STANDARD 5 - YOUNGER STUDENTS

National Code

Standard 5 – Younger students

“Where students under the age of 18 are not being cared for in Australia by a parent or suitable nominated relative, registered providers ensure the arrangements made to protect the personal safety and social well-being of those students are appropriate.

1. Where the registered provider has taken on responsibility under the Migration Regulations for approving the accommodation, support and general welfare arrangements for a student who has not turned 18, the registered provider must:
 - a. nominate the dates for which the registered provider accepts responsibility for approving the student's accommodation, support and general welfare arrangements using the specified PRISMS pro forma letter;
 - b. advise DIAC in writing of the approval using the specified PRISMS pro forma letter;
 - c. have documented procedures for checking the suitability of the student's accommodation, support and general welfare arrangements, and
 - d. advise DIAC as soon as possible in the event that the under 18 year old student has changed his or her living arrangements or the

- e. registered provider no longer approves of the arrangements for the student using the specified PRISMS pro forma letter.
2. Where Standard 5(1) applies and the student is under 18 with a student visa that covers multiple courses, the registered provider with whom the student is currently enrolled is responsible for approving arrangements for the student's accommodation, support and general welfare during that nominated period.
 3. Where Standard 5(1) applies and the registered provider terminates, suspends or cancels the enrolment of the student, the registered provider must continue to check the suitability of arrangements for that student until:
 - a. the student is accepted by another registered provider and that registered provider takes over responsibility for approving the student's accommodation, support and general welfare arrangements;
 - b. the student leaves Australia;
 - c. other suitable arrangements are made that satisfy the Migration Regulations, or
 - d. the registered provider reports under Standard 5(1d) that it can no longer approve of the arrangements for the student."

Students Under 18

The College does not accept enrolments from international students under the age of 18 at the time of issuing of the CoE.

STANDARD 6 - STUDENT SUPPORT SERVICES

National Code

**Standard 6 – Student support services
“Registered providers support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.**

1. The registered provider must assist students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation course that includes information about:
 - a. student support services available to students in the transition to life and study in a new environment;
 - b. legal services;
 - c. emergency and health services;
 - d. facilities and resources;
 - e. complaints and appeals processes, and
 - f. any student visa condition relating to course progress and/or attendance as appropriate.
2. The registered provider must provide the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance.
3. The registered provider must provide the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues.

These services must be provided at no additional cost to the student. If the registered provider refers the student to external support services, the registered provider must not charge for the referral.

4. The registered provider must have a documented critical incident policy together with procedures that covers the action to be taken in the event of a critical incident, required follow up to the incident, and records of the incident and action taken.
5. The registered provider must designate a member of staff or members of staff to be the official point of contact for students. The student contact officer or officers must have access to up to date details of the registered provider's support services.
6. The registered provider must have sufficient student support personnel to meet the needs of the students enrolled with the registered provider.
7. The registered provider must ensure that its staff members that interact directly with students are aware of the registered provider's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations."

International Student Support

International student support staff with specific responsibility for the provision and coordination of support services to international students. A.C.O.A.E. RTO have a range of services including counselling service, Student Support program, and student mentors.

Students are made aware of the support staff and services available during the orientation program.

Refer to College standard 6 student support services documents.

1. Critical incident management – international Students procedure
2. Student Support and orientation for International Students Guidelines

Arrival Services

Commencing international students may have access to arrival services which may include:

- Airport pick-up service. There may be a fee depending on teaching location.
- Arrangement for temporary accommodation by request. There may be a fee depending on location.

The College; International Admissions will specify the arrival services to students for the student's chosen teaching location in pre-arrival information packs.

The Orientation and Enrolment Program

Standard 6(1) of the National Code requires that College must assist students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation program that includes information on:

- student support services available to students in the transition to life and study in a new environment;
- legal services;
- emergency, health and safety services;
- facilities and resources;
- complaints and appeals processes, and
- any student visa condition relating to program progress and/or attendance as appropriate.

Students must attend orientation. If a student does not attend an orientation, Student Support must ensure the student has access to the information provided at orientation.

Critical Incident Procedure

Standard 6 specifies that registered providers must have a documented critical incident policy together with procedures that cover the action

to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

The college has a Incident and Emergency Management Procedure which applies to incidents involving staff and students.

In addition the following applies to international students studying at A.C.O.A.E. RTO. The College recognises that in most cases international students do not have close family available to care and provide support to them in Australia. It is imperative that the College responds in a practised and timely way with any critical incident involving an international student, that timely and regular information is relayed to families abroad, that ongoing support is provided to a student in need, and comprehensive records are maintained.

Refer to A.C.O.A.E. RTO Standard 6 – critical incident Management – international student procedures

Dissemination of ESOS Compliance Information to Staff

Standard 6(7) of the National Code provides that the 'registered provider must ensure that its staff members that interact directly with students are aware of the registered provider's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.'

Staff are made aware of the college obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations in the following ways:

- ESOS Manual on the College website
- Staff induction – ESOS information will be provided to relevant staff at the time of local induction
- ESOS training sessions

STANDARD 7 - TRANSFER BETWEEN REGISTERED PROVIDERS

National Code

Standard 7 – Transfer between registered providers

“Registered providers assess requests from students for a transfer between registered providers within the first six months of the commencement date of the principal course of study in accordance with their documented procedures.

1. The receiving registered provider must not knowingly enroll the student wishing to transfer from another registered provider's course within the first six months of the commencement date of that student's principal course of study except where:
 - a. the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
 - b. the original registered provider has provided a written letter of release;
 - c. the original registered provider has had a sanction imposed on its registration by the Australian Government or state

- or territory government that prevents the student from continuing his or her principal course, or
 - d. any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
2. The registered provider must have and implement its documented student transfer request assessment policy and procedure, which is available to staff and students. The policy must specify:
 - a. the circumstances in which a transfer will be granted;
 - b. the circumstances the registered provider considers as providing reasonable grounds for refusing the student's request, including when a transfer can be considered detrimental to the student, and
 - c. a reasonable timeframe for assessing and replying to the student's transfer request having regard to the restricted period.
 3. The registered provider must grant a letter of release only where the student has:
 - a. provided a letter from another registered provider confirming that a valid enrolment offer has been made, and
 - b. where the student is under 18;
 - i. the registered provider has written confirmation that the student's parent or legal guardian supports the transfer, and

- ii. where the student is not being cared for in Australia by a parent or suitable nominated relative, the valid enrolment offer also confirms that the registered provider will accept that responsibility for approving the student's accommodation, support and general welfare arrangements as per Standard 5 (Younger students).
4. A letter of release, if granted, must be issued at no cost to the student and must advise the student of the need to contact DIBP to seek advice on whether a new student visa is required.
 5. Where the registered provider does not grant a letter of release, the student must be provided with written reasons for refusing the request and must be informed of his or her right to appeal the registered provider's decision in accordance with Standard 8 (Complaints and appeals).
 6. The registered provider must maintain records of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student's file."

Standard 7 requires the College to have a documented policy on how it will assess applications to transfer from its own students and sets out minimum content for the policy.

Refer to A.C.O.A.E. RTO Standards 7 – transfer between registered providers document

Standard 8 - Complaints and Appeals

National Code

Standard 8 – Complaints and appeals

"The National Code recognises that both internal and external complaint and appeals processes play a role in ensuring that grievances are appropriately heard and addressed for both the student and the registered provider. These processes will enable students to firstly seek recourse using the registered provider's internal processes, and then if needed, through an independent, external person or body. The complaints and appeals requirements stipulated in Standard 8 may be satisfied by the processes established by the registered provider to satisfy other regulatory requirements. As the student's stay in Australia is subject to the period of his or her student visa, the timeliness of decision making is a consideration in the development of appropriate complaints and appeals policies, procedures and practices.

Registered providers' complaints and appeals processes are independent, easily and immediately accessible and inexpensive for the parties involved.

1. The registered provider must have an appropriate internal complaints handling and appeals process that satisfies the following requirements, or can use its existing internal complaints and appeals processes as long as it meets these requirements:
 - a. a process is in place for lodging a formal complaint or appeal if the matter cannot be resolved informally, which requires a written record of the complaint or appeal to be kept;
 - b. each complainant or appellant has an opportunity to formally present his or her case at minimal or no cost to him or herself;
 - c. each party may be accompanied and assisted by a support person at any relevant meetings;
 - d. the complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome, and
 - e. the process commences within 10 working days of the formal lodgment of the complaint or appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable.
2. The registered provider must have arrangements in place for a person or body independent of and external to the registered provider to hear complaints or appeals arising from the registered provider's internal complaints and appeals process or refer students to an existing body where that body is appropriate for the complaint or appeal.
3. If the student is not satisfied with the result or conduct of the internal complaint handling and appeals process, the registered provider must advise the student of his or her right to access the external appeals process at minimal or no cost.
4. If the student chooses to access the registered provider's complaints and appeals processes as per this standard, the registered provider must maintain the student's enrolment while the complaints and appeals process is ongoing.
5. If the internal or any external complaint handling or appeal process results in a decision that supports the student, the registered provider must immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome."

Australasian College of Advanced Education RTO Complaints and Appeals Policies

A.C.O.A.E. RTO has a [Student Appeal Policy](#) and [Student Appeal Procedure](#), which cover the requirements of [Standard 8 of the National Code 2007](#).

External Appeal

The college uses an external appeal body. Institute of Dispute Resolution

Maintaining Student's Enrolment and Reporting Student

A.C.O.A.E. RTO must maintain the international student's enrolment throughout the internal appeals process for all types of complaints or appeals. However, whether the College must maintain the enrolment throughout the external appeals process depends on the type of appeal. By enrolment, ESOS means not cancelling the international student's CoE which connects the College to their student visa.

If the appeal is against the provider's decision to report the student for: Unsatisfactory course progress [Standard 10](#) or Unsatisfactory attendance [Standard 11](#) the College must maintain the student's enrolment (i.e. not report the student for unsatisfactory progress or attendance) until the external complaints process is complete and has supported the College decision to report.

If the appeal is against the College decision to:

Suspend or cancel a student's enrolment due to misbehavior [Standard 13](#) the College only needs to await the outcome of the internal appeals process (supporting the College) before notifying DIBP through PRISMS of the change to the student's enrolment.

Standard 8 does not require providers to continue to offer learning opportunities throughout the complaints or appeals process, however, the College allows a student to continue attending classes while appealing under academic progress or unsatisfactory attendance due to if the student wins his/her appeal the College is required to assist the student to catch up all missed classes.

STANDARD 9 - COMPLETION WITHIN EXPECTED DURATION OF STUDY

National Code

Standard 9 – Completion within expected duration of study

“Registered providers monitor the workload of students to ensure they complete the course within the duration specified in their CoE and do not exceed the allowable portion of on-line or distance learning. Registered providers only enable students to extend the expected duration of study for the course through the issuing of a new COE in limited circumstances.

1. The registered provider must have and implement documented policies and procedures for monitoring the progress of each student to ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student's COE. In monitoring this enrolment load, the registered provider must ensure that in each compulsory study period for a course, the student is studying at least one unit that is not by distance or on-line learning.
2. The registered provider may only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's COE, as the result of:
 - a. compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit);
 - b. the registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress, or
 - c. an approved deferment or suspension of study has been granted under Standard 13 (Course credit).
3. Where there is a variation in the student's load which may affect the student's expected duration of study in accordance with 9.2, the registered provider is to record this variation and the reasons for it on the student file. The registered provider must correctly report the student via PRISMS and/or issue a new COE when the student can only account for the variation(s) by extending his or her expected duration of study.

4. The registered provider may allow the student to undertake no more than 25 per cent of the student's total course by distance and/or on-line learning. However, the registered provider must not enrol the student exclusively in distance or on-line learning units in any compulsory study period.
5. Except in the circumstances specified in 9(2), the expected duration of study specified in the student's COE must not exceed the CRICOS registered course duration."

Under the National Code 2007, international students are required to complete their studies within the required duration of their offer and acceptance agreement and subsequent CoE.

This only allows students to reduce their workload in limited circumstances if, for example, they are on an intervention strategy due to failing courses.

Standard 9 requires that providers have policies and procedures in place to ensure that students complete within the time specified on their original CoE. The Completion Within the Expected Duration of Study Procedure and Monitoring Course Progression Procedure ensure these requirements are met.

These procedures provide for an early intervention strategy for students who are at risk of not making satisfactory progress in their program. These procedures cover all College international students.

Extensions to Program Duration

Extending an international student's program duration is not automatic. The College can only grant an extension to the duration of an international student's study in limited circumstances specified in Standard 9(2). That is, where a student has to extend due to

compassionate or compelling circumstances; where College has implemented an early intervention strategy Standard 10; or the international student has had an approved break in their studies. Standard 13.

Students need to be made aware that a visa extension (new student visa) is not automatic and should be provided with this information prior to enrolment and during orientation.

When students seek to extend the duration of their program they must complete an Application to Extend Student Visa form. A.C.O.A.E. RTO Management will review the student's file to ascertain if they have compassionate or compelling circumstances, or whether College has implemented an early intervention strategy or whether they have had

an approved break in their studies. To issue a new CoE to extend the duration of the student's study, reporting staff will need to provide a reason for the extension that equates to one of the three allowed reasons and they will have to provide details

Online / Distance Units

Students cannot study entirely on-line at A.C.O.A.E. RTO as the structure is blended.

STANDARD 10 - MONITORING COURSE PROGRESS

National Code

Standard 10 – Monitoring course progress

“Registered providers systematically monitor students’ course progress. Registered providers are proactive in notifying and counselling students who are at risk of failing to meet course progress requirements. Registered providers report students, under section 19 of the ESOS Act, who have breached the course progress requirements.

1. The registered provider must monitor, record and assess the course progress of each student for each unit of the course for which the student is enrolled in accordance with the registered provider’s documented course progress policies and procedures.
2. The registered provider must have and implement appropriate documented course progress policies and procedures for each course, which must be provided to staff and students, that specify the:
 - a. requirements for achieving satisfactory course progress;
 - b. process for assessing satisfactory course progress;
 - c. procedure for intervention for students at risk of failing to achieve satisfactory course progress; process for determining the point at which the student has failed to meet satisfactory course progress, and
 - d. procedure for notifying students that they have failed to meet satisfactory course progress requirements.
3. The registered provider must assess the course progress of the student in accordance with the registered provider’s course progress policies and procedures at the end point of every study period.
4. The registered provider must have a documented intervention strategy, which must be made available to staff and students, that specifies the procedures for identifying and assisting students at risk of not meeting the course progress requirements. The strategy must specify:
 - a. procedures for contacting and counselling identified students;
 - b. strategies to assist identified students to achieve satisfactory course progress, and
 - c. the process by which the intervention strategy is activated.
5. The registered provider must implement the intervention strategy for any student who is at risk of not meeting satisfactory course progress requirements. At a minimum, the intervention strategy must be activated where the student has failed or is deemed not yet competent in 50% or more of the units attempted in any study period.
6. Where the registered provider has assessed the student as not achieving satisfactory course progress, the registered provider must notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The written notice must inform the student that he or she is able to access the registered provider’s complaints and appeals process as per Standard 8 (Complaints and appeals) and that the student has 20 working days in which to do so.

7. Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the registered provider, the registered provider must notify the Secretary of DEEWR through PRISMS of the student not achieving satisfactory course progress as soon as practicable.”

A.C.O.A.E. RTO monitors, records and assesses the program progress of each student for each course of the program for which the student is enrolled and where required activates an intervention strategy in accordance with its procedures.

Refer to A.C.O.A.E. RTO Standard 10 – Monitoring Academic Progress Documents.

- Intervention strategy- Monitoring Course Progression Guidelines
- Monitoring Course Progression Procedures

Reporting Students

All international students who the College determines have not performed satisfactorily must be reported via PRISMS to DIBP.

A.C.O.A.E. RTO Management will monitor students up for academic exclusion or suspension through the Axcelerate student management system. Management will liaise with the Trainer before reporting excluded students, as late show cause applications and late appeals are sometimes permitted. A.C.O.A.E. RTO Management will confirm with the relevant staff member whether any appeals have been received prior to reporting students.

Where a decision has been made, the student has the right to appeal this decision. Refer to the [Student Appeal Policy and Student Appeal Procedure](#)

Where the student does not access the appeals process, withdraws from the process or the process is completed and results in a decision supporting the college, the college is obliged to report the student as not achieving satisfactory program progress as soon as practicable to DIBP via PRISMS.

If the College is reporting a student for unsatisfactory progress, it must allow the student to access the external complaints and appeals process. If a student elects to appeal to the external provider, the college must await the outcome of this process before reporting the student through PRISMS. A.C.O.A.E. RTO policies provide that a student should be notified of their right to appeal once they have exhausted all avenues of internal appeal and that they be advised to notify Management if they have appealed to the external provider. They will be required to provide the unique identifier number of their appeal in order that College staff can check with the external provider office that a genuine appeal has been lodged. If a student does appeal to the external provider, their enrolment must be maintained until the outcome of their appeal is known (see section on Complaints and Appeals).

STANDARD 11 - ATTENDANCE

National Code

Standard 11 – Monitoring attendance

“Registered providers systematically monitor students’ compliance with student visa conditions relating to attendance. Registered providers are proactive in notifying and counselling students who are at risk of failing to meet attendance requirements. Registered providers report students, under section 19 of the ESOS Act, who have breached the attendance requirements.

1. The registered provider must record the attendance of each student for the scheduled course contact hours for each CRICOS registered course in which the student is enrolled which is:
 - a. an accredited vocational and technical education course (unless Standard 11(2) applies);
 - b. an accredited school course;
 - c. an accredited or non-award ELICOS course, or
 - d. another non-award course.
2. Where the registered provider implements a DEEWR and DIAC approved course progress policy and procedures for its vocational and technical education courses, Standard 11 does not apply.
3. For the courses identified in 11(1), the registered provider must have and implement appropriate documented attendance policies and procedures for each course which must be provided to staff and students that specify the:
 - a. requirements for achieving satisfactory attendance, which at a minimum, requires overseas students to attend at least 80 per cent of the scheduled course contact hours;
 - b. manner in which attendance and absences are recorded and calculated;
 - c. process for assessing satisfactory attendance;
 - d. process for determining the point at which the student has failed to meet satisfactory attendance, and
 - e. procedure for notifying students that they have failed to meet satisfactory attendance requirements.
4. For the courses identified in 11(1), the registered provider's attendance policies and procedures must identify the process
5. for contacting and counselling students who have been absent for more than five consecutive days without approval or where the student is at risk of not attending for at least 80 per cent of the scheduled course contact hours for the course in which he or she is enrolled (i.e. before the student's attendance drops below 80 per cent).
6. For the courses identified in 11(1), the registered provider must regularly assess the attendance of the student in accordance with the registered provider's attendance policies and procedures.
7. Where the registered provider has assessed the student as not achieving satisfactory attendance for the courses identified in 11(1), the registered provider must notify the student in writing of its intention to report the student for not achieving satisfactory attendance. The written notice must inform the student that he or she is able to access the registered provider's complaints and appeals process as per Standard 8 (Complaints and appeals) and that the student has 20 working days in which to do so.
8. Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the registered provider, the registered provider must notify the Secretary of DEEWR through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.

9. For the vocational and technical education and non-award courses identified in 11(1a) and 11(1d), the registered provider may only decide not to report the student for breaching the 80 per cent attendance requirement where:
- that decision is consistent with its documented attendance policies and procedures, and
 - the student records clearly indicate that the student is maintaining satisfactory course progress, and
 - the registered provider confirms that the student is attending at least 70 per cent of the scheduled course contact hours for the course in which he or she is enrolled.
10. For the ELICOS and school courses identified in 11(1), the registered provider may only decide not to report a student for breaching the 80 per cent attendance requirement where:
- the student produces documentary evidence clearly demonstrating that compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes) apply, and
 - that decision is consistent with its documented attendance policies and procedures, and
 - the registered provider confirms that the student is attending at least 70 per cent of the scheduled course contact hours for the course in which he or she is enrolled."

A.C.O.A.E. RTO monitors attendance and monitors program progress in accordance with Standard 10.

If an international student is not attending any classes during a teaching period, the International Student Adviser or equivalent should be notified. An intervention strategy could be put in place requiring the student to attend classes.

STANDARD 12 - COURSE CREDIT

National Code:

Standard 12 – Course credit

“Registered providers appropriately recognise course credit within the ESOS framework.

- Where the registered provider grants course credit, the registered provider must:
 - have documented procedures for the granting and recording of course credit, and
 - provide a record of the course credit to the student, which must be signed or otherwise accepted by the student, and place it on the student’s file.
- If the registered provider grants the student course credit which leads to a shortening of the student’s course, the registered provider must:
 - if the course credit is granted before the student visa grant, indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment issued for that student for that course, or
 - if the course credit is granted after the student visa grant, report the change of course duration via PRISMS under section 19 of the ESOS Act.”

Scope of Program Credit

Program Credit covers all circumstances in which a student is granted credit from the requirements to undertake a course within a program by way of:

- Credit transfer / Credit transfer
- Recognition of Prior Learning / Current Competencies

A.C.O.A.E. RTO regulations relating to entry quota's, admissions and enrolment establish the framework for the granting of credits, recognition of prior learning and credit transfers to A.C.O.A.E. RTO Courses.

For processing international student credit applications Refer to A.C.O.A.E. RTO Standards 12 – Course Credit Documents

STANDARD 13 - DEFERRING, SUSPENDING OR CANCELLING THE STUDENT'S ENROLMENT

National Code:

Standard 13 – Deferring, suspending or cancelling the student's enrolment
"Registered providers may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.

1. The registered provider must have in place documented procedures for assessing, approving and recording a deferment of the commencement of study or suspension of study for the student, including keeping documentary evidence on the student's file of the assessment of the application.
2. The registered provider can only defer or temporarily suspend the enrolment of the student on the grounds of:

- a. compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes), or
 - b. misbehaviour by the student.
3. The registered provider must:
 - a. inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa, and
 - b. notify the Secretary of DEEWR via PRISMS as required under section 19 of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled.
 4. The registered provider must inform the student of its intention to terminate, suspend or cancel the student's enrolment where the termination, suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access the registered provider's internal complaints and appeals process as per Standard 8(1). If the student accesses the registered provider's internal complaints and appeals process, the termination, suspension or cancellation of the student's enrolment under this standard can not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply."

Deferral / Change of Intake

For information on assessing, approving and recording a deferment, leave of absence, suspension or cancellation of studies refer to A.C.O.A.E. RTO Deferment, Suspension or cancellation of a student's enrolment procedure

Program Withdrawal

The ESOS Act requires the College to report to

DIBP via PRISMS any termination of studies by an international student before the student's program is complete.

Where an international student withdraws prior to completing their program of study, the Withdrawal Form must be signed by the relevant faculty and Management before being processed by Student Management. Management will take a photocopy of the

Withdrawal Form and provide it to the reporting staff, who will report the student via PRISMS within the required timelines. Failure to report within timelines may result in a fine.

A student who withdraws from study must leave

Australia (unless special circumstances exist) or enrol in another CRICOS registered program.

Re-enrolments

The College (A.C.O.A.E. RTO) is responsible for the re-enrolment of international students into their Courses subject to satisfactory progress.

Management will run reports from the student information system showing international students who are enrolled and compare this to students with a 'Studying' status on PRISMS, and report students to DIBP who have failed to re-enrol.

This report will also pickup students who completed their studies early e.g. due to studying over a summer semester. These students are reported to DIBP for early completion.

Standard 14 - Staff Capability, Educational Resources and Premises

National Code:

Standard 14 – Staff capability, educational resources and premises

“The staff of registered providers are suitably qualified or experienced in relation to the functions they perform for students. The educational resources of registered providers support the delivery of courses to students. The premises of registered providers, including the floor space available for each student, support students to achieve their course outcomes.

1. The registered provider must have and implement policies and procedures to ensure its staffing resources are adequate and have the capabilities as required by the quality assurance framework applying to the course. Where the course provided by the registered provider is not subject to an appropriate quality assurance framework, the registered provider must have and implement appropriate documented policies and processes for the recruitment, induction, performance assessment and ongoing development of members of staff involved with the recruitment or delivery of education or client services to students.
2. The registered provider must have adequate education resources, including facilities, equipment, learning and library resources and premises as required by the quality assurance framework applying to the course. Where the course provided by the registered provider is not subject to an appropriate quality assurance

3. framework, the registered provider must ensure it has adequate education resources, including facilities, equipment, learning and library resources, and premises, including ownership or tenancy arrangements for the premises, as are needed to deliver the registered course to the students enrolled with the registered provider.
4. The registered provider must notify the designated authority and the students enrolled with the registered provider of any intention to relocate premises (including the head office and campus locations) at least 20 working days before the relocation."

Staffing Policy and Procedures

A.C.O.A.E. RTO has comprehensive Staff Code of Conduct policies and procedures on the A.C.O.A.E. RTO website.

Resource Procedures and Allocations

The Timetabling Coordinator ensures the appropriate floor space is allocated for each student via the allocation of appropriate rooms for classes to be held. Trainers also have access to A.C.O.A.E. nursing home and a fully functioning commercial kitchen and restaurant for practical components of the courses.

Relocation of Teaching Location

The College will inform the designated authority of any intention of teaching location relocation at least 20 working days prior to the relocation. Any change of location is approved by Senior Management. The notification is lodged by the Management, and Compliance Team.

STANDARD 15 - CHANGES TO REGISTERED PROVIDER OWNERSHIP OR MANAGEMENT

National Code:

Standard 15 – Changes to registered providers' ownership or management

"Registered providers are required to advise the designated authority where there is a change to the registered provider's ownership or management. If changes during the period of registration affect the legal entity of the registered provider, the new owner or entity must seek a new CRICOS registration. In these situations the designated authority is to be notified as soon as possible prior to the change taking place. Where the change of ownership does not result in a new legal entity, any new owners or managers will be subject to the 'fit and proper person' test required under section 9(6) of the ESOS Act (Standard 15).

Outcome of Standard 15 :

Registered providers proactively inform the designated authority of prospective ownership and/or management changes.

1. The registered provider must advise the designated authority in writing of:
 - a. any prospective changes to the ownership of the registered provider as soon as practicable prior to the change taking effect, and
 - b. any prospective or actual change to the high managerial agents (as defined in section 5 of the ESOS Act) of the registered provider as soon as practicable prior to the change taking effect or within 10 working days of the change taking effect where the change cannot be determined until it takes effect.

- The registered provider must provide the designated authority with information on the new owner or high managerial agent for the purpose of making an assessment under section 9(6) of the ESOS Act.”

Changes to Ownership

A.C.O.A.E. RTO will advise TEQSA and/or ASQA of the changes.

APPENDIX 1 - GLOSSARY OF DEFINITIONS, ABBREVIATIONS AND ACRONYMS

TERM	DEFINITION
Actual Attendance:	This is physical attendance in class. This is calculated by dividing the total number of hours students have attended class by the total number of hours the class has met. If the student is not present FOR ANY REASON, they are marked as absent.
AQTF:	Australian Quality Training Framework
ASQA:	Australian Skills Quality Authority
CRICOS:	Commonwealth Register of Institutions and Courses for Overseas Students.

Critical Incident:	Is a traumatic event, which is likely to cause extreme physical and/or emotional distress involving the college, its staff and/or students.
CoE:	Confirmation of Enrolment (CoE), required to apply for a student visa.
Compassionate or compelling circumstances:	Circumstance beyond the control of the student and which have an impact upon the student’s course progress or wellbeing.
DIBP:	Department of Immigration and Border Protection.
ESOS:	Education Services for Overseas Students
Faculty:	Faculty or School delivering programs to international students.
International student:	A person holding an Australian student visa, enrolled in a CRICOS registered program, at the College studying on shore in Australia. Students on other classes of visa are not included.
ISA:	International Student Adviser
International Student Offer & Acceptance Agreement:	Letter of offer notifying international student of a place in a Course with the College.
National Code:	National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, established pursuant to Part 4 of the ESOS Act, as amended from time to time.

Nominated Officer:	College staff member in the case of Students enrolled at and attending The College.
PRISMS:	Provider Registration and International Students Management System.
Principal Program:	The main program of study to be undertaken by an overseas student where a student visa has been issued for multiple programs of study. The principal program of study would normally be the final program of study where the overseas student arrives in Australia with a student visa that covers multiple programs.
Projected Attendance:	Projected attendance is what the attendance will be at the end of the Terms assuming that the students attend each and every class from that time onwards.
Release Application:	Application by a Student for a Release Letter
Release Letter:	A letter issued by the College approving a student to transfer to another registered provider's course before the completion of six calendar months of the student's course at the College.
NVR:	National Vet Regulations

Student:	Student studying in Australia on a student visa.
Traumatic Event:	<p>A traumatic event is not limited to, but could include:</p> <ul style="list-style-type: none"> • missing students; • any fatality or serious injury; • a serious traffic collision; • murder or suicide; • physical / sexual assault or domestic violence; • severe verbal or psychological aggression; • fire; • explosion or bomb threat; • a hold up or attempted robbery; • serious threats of violence, and • storms or natural disasters; • drug or alcohol abuse.
Teaching Location:	Campus or Practical location.
TPS:	Tuition Protection Service
A.C.O.A.E. RTO	Australasian College of Advanced Education RTO
Unsatisfactory attendance:	International students who will not be able to achieve 80% attendance per semester or International students who are not meeting the minimum requirements of the course and therefore at risk of not successfully completing their course.

IMPLEMENTATION

The ESOS Compliance Framework Manual will be implemented throughout the College via the following strategies:

1. Inclusion on the College Policy, Procedure and Forms website. Students Handbook and orientation.