



Department of Education - DHA Notification Policy & Procedure

HIC Policy Number
STUD012

CRICOS Number 02790D
Provider Number 21838

Hays International College

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1. Purpose of policy

This policy ensures that Hays International College complies with all the requirements of ESOS National Code Standard 7, 8, 9. HIC will be proactive in providing information, maintaining student records, monitoring students through Provider Registration and International Students Management System (PRISMS) to the Department of Education and Department of Home Affairs about enrolled students; any student course variations due to suspension, deferment or cancellation or any changes in student details or circumstances, which may affect their visa conditions.

2. Responsibility

The PEO is responsible for the implementation of this Policy and procedure and to ensure that all staff are aware of its application and implementation requirements. Students are also informed of this policy and procedure at their pre-enrolment, enrolment and orientation.

3. Definitions

Enrolled Student - A student, who has been enrolled to an accredited program of study, has not completed that program and has registered into classes which occur in the current term.

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

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

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

- (a) the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- (b) the student withdraws from the course at the location (either before or after the agreed starting day); or
- (c) the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:

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- (i) the student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course;
- (ii) the student breached a condition of his or her student visa;
- (iii) misbehaviour by the student.

In all of the aforementioned instances of student default, HIC will notify the TPS Director and DHA via PRISMS within 5 business days of the default occurring. Note: a student default may occur only after all internal and external appeals processes have been exhausted.

Program Information- This includes details of programs, student services and educational services.

4. Key Features

This policy and its set of procedures have been developed to assist staff and the Hays International College (HIC) to ensure proactively informing the student and the department of any variation to a student enrolment.

- HIC will notify Department of Education - DHA as soon as practicable by entering date via the PRISMS database for any international student enrolled in one of our courses, including but not limited to:

Information about an accepted or enrolled student:

- Student's full name, gender, date of birth, country of birth, nationality
- Amount of money paid prior to confirmation of enrolment
- Whether premiums have been paid for health insurance
- Estimate of the total amount student required to pay to undertake course
- The number of the visa if the student holds an Australia visa
- The office where the student's application for a student visa was made or expected to be made
- CRICOS course code
- Any English language proficiency test undertaken and the score achieved
- Starting date of the course
- Day accepted student is expected to complete the course

Information about an accepted student who does not commence on the nominated date:

- Student's full name, gender, date of birth, country of birth, nationality
- CRICOS course code
- Agreed starting day and date when course is expected to be completed

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- The office where the student's application for a student visa was made
- Current residential address

➤ Other information such as

- Termination of studies by an accepted student before completion of the course
- Changes to identity or duration of any accepted student's course
- Any other prescribed matters
- Any breaches by an accepted student of a student visa condition related to attendance or satisfactory academic performance
- Where a student defers commencement or suspends studies on medical grounds (with a doctor's certificate) or other compassionate circumstances
- Where a student defers commencement or suspends studies on any other grounds
- Any changes to a student's enrolment

➤ In all circumstances described above, or on the advice of the PEO, HIC will notify Department of Education - DHA as soon as practicable by entering the information on the PRISMS database. Should a notification of intention to report be required after the initial letters sent to the student with no outcome, the PEO will forward the letter of notification of intention to report to the student advising him of his breach of his visa condition and HIC's action in cancelling the student enrolment. The student will need to contact Department of Education - DHA as this may affect their visa.

5 Appeals

Students can appeal any decision made by HIC in relation to this policy and procedure in accordance with the Complaints and Appeals Policy and Procedure (as per Standard 6 of Standards for Registered Training Organisations (RTO) 2015).

RELATED DOCUMENTS	
ESOS	National Code Standard 7, 8, 9
POLICIES	Orientation ; Code of Conduct; Course Progress; Completion within expected duration Policy and procedure; Complaints and appeals

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Responsibility: PEO
Hays International College Pty Ltd T/A Hays International College

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Last Updated	Jan 2018	Updated by	JW
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