

Policy on International Student Records, CoE Management, and Compliance Procedures

Version	Approving Authority	Approval date	Review date
01	Board of Directors	August 2024	September 2026

Administrators Responsible	Head of Admissions, Registrar
Purpose	The primary objective of this policy is to ensure the accuracy and integrity of international student records and compliance with Australian immigration laws and educational standards. This document is applicable to all actions related to international students under the student visa framework within ISGL.
Guiding Principles	This policy is guided by the principles of transparency, compliance, and student welfare, in accordance with the ESOS Act, the National Code and the Higher Education Standards Framework.
Definitions	Confirmation of Enrolment (CoE): A document issued by ISGL, necessary for international students to obtain an Australian student visa. Student Course Variation (SCV): A notification process to report changes in a student's enrolment status or compliance with visa conditions through PRISMS. Provider Registration and International Students Management System (PRISMS): An online system for maintaining international student records and compliance reporting. Education Agent: Authorised representatives who recruit overseas students on behalf of ISGL. They must operate ethically and uphold the quality and reputation of Australian international education. Confirmation of Enrolment (CoE): Provided to international students as evidence of their acceptance into a course of study. CRICOS: Commonwealth Register of Institutions and Courses for Overseas Students. Student Course Variation (SCV): Any change to a student's original enrolment status, including deferment, suspension, withdrawal, or cancellation of enrolment. Deferment: Postponing the start date of a course before commencement. Suspension: Temporary halt of enrolment during the study period for a specified duration. Withdrawal: Voluntary cancellation of enrolment by the student. Cancellation: Termination of enrolment by ISGL due to breach of policy or academic failure.
Document Content	Management of Education Agents ISGL will ensure that all education agents are rigorously vetted, monitored, and managed to maintain high standards of ethical conduct and professionalism. The policy includes procedures for agent registration, performance review, and termination processes. Issuance and Management of Confirmation of Enrolment (CoE) This section outlines the procedures for issuing, amending, and cancelling CoEs, ensuring that each step is compliant with regulatory requirements and supports student visa processes.

	Handling Student Course Variations (SCVs) Details the protocols for reporting and managing any changes in international students' enrolment statuses, including deferments, suspensions, and cancellations, in a manner that prioritizes student welfare and regulatory compliance. Reporting Defaults Establishes the procedures for reporting provider or student defaults, ensuring timely communication with regulatory bodies and adherence to legal requirements.
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1. MANAGEMENT OF EDUCATION AGENTS

This procedure outlines the process for selecting, engaging, monitoring, and reviewing the performance of education agents representing the International School of Global Leaders (ISGL). It aims to ensure that education agents work ethically, transparently, and in alignment with the values of ISGL and the regulatory requirements set by the Tertiary Education Quality and Standards Agency (TEQSA).

a. Selection and Appointment

- i. **Criteria for Selection:** Agents must have a thorough understanding of the Australian education system, visa requirements, and the programs offered by ISGL. Prior experience in recruiting international students for Australian institutions and a clean record of ethical conduct and compliance are required.
- ii. **Due Diligence:** Conduct comprehensive background checks to verify the agent's business registration, financial stability, reputation, and history of compliance with Australian and international education standards. Review feedback from other institutions and references provided by the agent.
- iii. **Agreement:** Formalise the relationship with a written agreement that clearly outlines the rights, obligations, and expectations of both ISGL and the education agent. Include clauses on ethical recruitment practices, adherence to Australian laws and ISGL policies, data privacy, and confidentiality.

b. Training and Support

- i. **Initial Training:** Provide comprehensive training on ISGL's programs, policies, admission requirements, and any updates to Australian education and visa regulations. Ensure agents understand the importance of ethical practices and accurate representation of ISGL to prospective students.
- ii. **Ongoing Support:** Offer regular updates and additional training sessions to keep agents informed about any changes in ISGL's offerings or relevant regulations. Establish clear channels for agents to seek advice or clarification from ISGL.

c. Monitoring and Evaluation

- i. **Performance Review:** Conduct annual performance reviews of all agents based on recruitment success rates, student satisfaction, adherence to ethical practices, and compliance with the agreement terms. Utilise student feedback to assess the agent's performance and integrity in the recruitment process.
- ii. **Compliance Monitoring:** Implement a system for regular checks and audits to ensure that agents comply with the agreement, including ethical recruitment practices and accurate information dissemination.
- iii. **Feedback and Improvement:** Provide constructive feedback to agents based on performance reviews and compliance checks. Work collaboratively with agents to address any areas for improvement.

d. Termination and Renewal

- i. **Termination Conditions:** Specify conditions under which the agreement with an education agent may be terminated, such as breach of contract, unethical behavior, or consistent underperformance. Ensure a fair and transparent process for termination, including the right to appeal.

- ii. **Renewal Process:** Assess the possibility of agreement renewal based on the agent's performance, compliance, and alignment with ISGL's strategic goals. Renew agreements based on mutual consent and demonstrated commitment to continuous improvement.

2. ISSUANCE AND MANAGEMENT OF CONFIRMATION OF ENROLMENT (CoE)

This procedure is to outline the process for issuing and managing the Confirmation of Enrolment (CoE). It ensures compliance with the Tertiary Education Quality and Standards Agency (TEQSA) requirements and supports the integrity and transparency of the enrolment process for international students.

- a. **Eligibility Check:** Prior to issuing a CoE, verify that the applicant has met all admission requirements, including academic qualifications, English language proficiency, and any course-specific prerequisites. Ensure the applicant has accepted their offer of enrolment and paid any required fees or deposits as outlined in their letter of offer.
- b. **Issuance of CoE:** Once eligibility is confirmed, the admissions team will generate a CoE through the Australian Government's Provider Registration and International Student Management System (PRISMS). The CoE will include the student's full name, course details, duration, and CRICOS code, along with any other information required under Australian law.
- c. **Record Keeping:** Maintain accurate and secure records of all issued CoEs, including student details, course information and any conditions attached to the enrolment. Ensure that records are kept in accordance with Australian privacy laws and TEQSA requirements for data retention.
- d. **Reporting and Compliance:** Monitor enrolment conditions and report any changes in a student's enrolment status to the Department of Home Affairs through PRISMS, as required by law. This includes deferment, suspension, or cancellation of enrolment. Ensure that all CoE issuances and changes are documented and can be audited against TEQSA standards and requirements.
- e. **Student Communication:** Provide students with clear information regarding their CoE, including the importance of the document for visa application purposes and their responsibilities in maintaining their enrolment status. Inform students of any conditions or obligations attached to their CoE, including attendance and academic performance requirements.
- f. **Review and Appeal:** Establish a process for students to request a review of decisions related to their CoE, including refusals, cancellations, or changes to enrolment conditions. Ensure that this process is transparent, accessible, and communicated to students at the time of enrolment.
- g. **Refunds in Case of Course Non-Delivery**
 - i. If ISGL is unable to provide a course as planned, students are assured of their eligibility for a refund. This process adheres to the guidelines set forth in ISGL's comprehensive Refund Policy.
 - ii. Should such a situation arise, a full refund of both the deposit and any tuition fees already paid will be actioned. This refund is processed promptly, within two weeks from either the planned start date of the course or from the date the course was officially cancelled, whichever comes first.
 - iii. The refund mechanism is straightforward and transparent, aligning with the stipulations of the Refund Policy. Students will be provided with detailed information on how to initiate their refund request and can expect a swift and hassle-free process.
- h. **Option for Refund of Unused Prepaid Tuition Fees**
 - i. In cases where students have commenced their course but are unable to complete it due to its discontinuation by ISGL, they have the option to request a refund for the unused portion of their prepaid tuition fees, as per the Refund Policy.
 - ii. This option takes into consideration the possibility of students transferring their credits to another educational institution. The refunded amount will correspond to the portion of the course fee applicable to the untaught part of the program.
 - iii. The calculation and processing of these refunds are handled as per the procedures detailed in the Refund Policy, ensuring that students are adequately compensated for the portion of the course that was not delivered by ISGL.

3. ALTERNATIVE EDUCATIONAL ARRANGEMENTS

In the event that ISGL is unable to deliver a course as initially planned, the institution is committed to offering alternative educational arrangements to ensure that students' educational journeys are not disrupted. These arrangements are designed to provide equitable and viable options to affected students.

a. Offering an Alternative Course at ISGL

- i. When a course is cancelled or cannot be delivered, ISGL's first course of action is to offer affected students the opportunity to enroll in an alternative course. This alternative course will be carefully selected to ensure it is comparable in terms of educational quality and outcomes to the original course.
- ii. There will be no additional cost to the student for enrolling in this alternative course. If the alternative course has a higher tuition fee than the original course, ISGL will absorb the additional cost.
- iii. The alternative course will be chosen to align as closely as possible with the student's academic goals and interests. It will offer educational value that is equal to or greater than the original course, ensuring the student's time and investment continue to yield a valuable educational experience.

b. Arranging a Transfer to Another Institution

- i. In cases where ISGL is unable to provide a suitable alternative course internally, the institution will assist students in transferring to a similar course at another institution.
- ii. This process involves identifying institutions that offer comparable courses and facilitating the transfer process for the student. ISGL will ensure that the new institution is reputable and accredited, providing an educational experience that meets or exceeds the standards of the original course.
- iii. ISGL will assist with the administrative aspects of the transfer, including the transfer of credits, to ensure a smooth transition. The institution will make efforts to minimise any academic, financial, or administrative burdens that the transfer might impose on the student.
- iv. If the tuition fees at the new institution are higher than those of the original course at ISGL, the institution will cover the difference, ensuring that the student does not incur additional costs due to the transfer.

4. FEE COLLECTION AND FINANCIAL TRANSPARENCY

ISGL maintains a transparent and ethical approach to fee collection. Detailed information regarding fee structures, payment schedules, and refund processes is provided to students upon enrollment.

5. COMPLIANCE AND REVIEW

This policy is subject to ongoing review to ensure continuous alignment with Australian educational standards and legal requirements. ISGL is committed to upholding the principles of financial fairness and student support in all its operations.

Related Documents

- a. Change of Enrollment Policy & Procedure
- b. Deferral Policy
- c. Student Refund Policy