

International Student Management Policy

Approved by: Chief Learning and Teaching Officer

Approval date: 10 June 2025

Acknowledgement of Country

In the spirit of reconciliation, TAFE NSW acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of Country throughout Australia and their connections to land, sea, and community. We pay our respect to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Table of contents

Section 1. Purpose	2
Section 2. Scope and Audience	2
Scope	2
Audience	2
Section 3. Policy requirements	3
Ethical Marketing Practices	3
Recruitment of International Students	3
Formalisation of Admissions, Enrolment and Written Agreements	4
Education Agents	6
Younger International Students	6
Support Services	8
International Student Transfers	9
International Student Visa Requirements	10
Deferring, Suspending, or Cancelling an International Student's Enrolment	11
Provider & Student defaults	11
Complaints and Appeals	12
Section 4. Responsibilities	13
Section 5. Monitoring	13
Section 6. Where to get help	14
Section 7. Governance information	14
Section 8. Definitions	16
Section 9. Document history	16

Section 1. Purpose

- 1.1 The purpose of this International Student Management Policy is to ensure compliance with the Education Services for Overseas Students (ESOS) framework, thereby safeguarding the rights and welfare of international students. This policy aims to:
- a Ensure that all educational services provided to international students meet the nationally consistent standards set by the ESOS Act and the National Code of Practice for Providers of Education and Training to Overseas Students.
 - b Provide robust mechanisms for tuition fee protection, support services, and transparent communication to enhance the educational experience and well-being of international students.
- 1.2 All TAFE NSW practices must adhere to the legislative requirements set forth by the Education Services for Overseas Students (ESOS) framework. This includes maintaining accurate reporting and record-keeping through the Provider Registration and International Students Management System (PRISMS). The ESOS framework encompasses:
- a Education Services for Overseas Students Act 2000 (ESOS Act),
 - b National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018),
 - c English Language Intensive Courses for Overseas Students 2018 (ELICOS Standards), and
 - d Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

Section 2. Scope and Audience

Scope

- 2.1 This policy encompasses all educational services provided to international students at TAFE NSW. It includes English Language Intensive Courses for Overseas Students (ELICOS), Vocational Education and Training (VET), and Higher Education (HE) courses that are registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). It encompasses the following areas:
- a Admission and enrolment processes
 - b Academic and support services
 - c Tuition fee protection mechanisms
 - d Compliance with the ESOS framework, including reporting and record-keeping through PRISMS
 - e Continuous improvement of educational quality and student welfare

Audience

2.2 The primary audience for this policy includes:

- a International students who are prospective students and/or applicants, and those enrolled at TAFE NSW studying on a student visa.
- b TAFE NSW staff involved in the delivery of educational services to international students
- c Administrative and support staff responsible for compliance with the ESOS framework
- d Education agents and other third parties engaged by TAFE NSW in relation to international student recruitment and delivery of training, education, and support services.

Section 3. Policy requirements

3.1 TAFE NSW is committed to transparency and compliance with the Education Services for Overseas Students (ESOS) framework. Accordingly, this International Student Management Policy, along with any subordinate procedures, will be made publicly accessible. This ensures that staff, education agents, third parties, and both prospective and current students have access to essential information regarding our compliance, student support services and institutional practices.

Ethical Marketing Practices

- 3.2 TAFE NSW is committed to ensuring that all marketing materials are accurate, clear, and not misleading. Marketing activities will be conducted ethically and will not make unsubstantiated claims about course outcomes, employment prospects, or migration opportunities. For detailed guidelines on advertising and marketing practices, refer to the [Brand Policy](#), which ensures compliance with [Australian Consumer Law](#) and the ESOS framework.
- 3.3 The information provided will include details of the course and any compulsory work-based training, entry requirements, tuition fees, and refund policies. The information is made available to students in their offer letter and through the TAFE NSW International Website and published course guides and brochures. The process for publishing course information is set out in the [Publish Product Information International System Entry Procedure](#).
- 3.4 Education agents are provided with the necessary training and monitored to ensure compliance with clause 3.2-3.3. The International Team are responsible for agent training and monitoring and for ensuring there is a documented process in place.
- 3.5 TAFE NSW will not actively recruit prospective students who are enrolled with another CRICOS provider and who are within the first six months of their primary course of study.

Recruitment of International Students

- 3.6 Pre-enrolment information will be provided to help students make informed decisions about studying with TAFE NSW. The information is provided through the TAFE NSW Website and the process for publishing course information is set out in the [Publish Product Information International System Entry Procedure](#). Information will include:

- a Entry requirements including English language, academic and additional course requirements.
- b Course information includes the qualification or award, CRICOS course code, duration, and study dates, course content, modes of study for the course including compulsory online and/or work-based training, work placements, other community-based learning, assessment methods and any third party engaged to deliver the course or components of the course.
- c Campus location, facilities, equipment, and available resources
- d Indicative costs of living in Australia, accommodation options and, where appropriate, the policy and process in place for approving the accommodation, support, and general welfare arrangements for younger international students
- e The grounds on which the international student's enrolment may be deferred, suspended, or cancelled
- f The links to the official Australian Government ESOS framework.

3.7 TAFE NSW will ensure that students have the necessary qualifications and English language proficiency for their chosen course. The process is conducted under the [How do I Process International Student VET and Higher Education Course Applications](#)

3.8 Current and prospective students' eligibility for credit and recognition of prior learning (RPL) will be managed under the [Recognition Policy](#) and relevant VET or [Higher Education procedures](#). Any necessary adjustments to course fees and/or course duration arising from credit or RPL will be managed in accordance with the relevant procedures and necessary PRISMS reporting will be carried out by the International Team.

Formalisation of Admissions, Enrolment and Written Agreements

TAFE NSW assesses all international student applications as per student visa) requirements, TAFE NSW course entry requirements and TAFE NSW International Admissions Guidelines.

3.9 TAFE NSW must enter into a written agreement with all international students (prospective or current). Agreements must be signed or otherwise accepted by the student, concurrently with or prior to accepting payment of tuition fees or non-tuition fees. The process for this is set out in the [International Student Management Procedure](#).

3.10 If the student is under 18 years of age, the written agreement must be signed or otherwise accepted by the student's parent or legal guardian.

3.11 The written agreement will, in plain English:

- a Outline the course or courses in which the student is to be enrolled, the expected course start date, the location(s) at which the course will be delivered, the offered modes of study for the course, including compulsory online and/or work-based training, work placements, and/or other community-based learning and/or collaborative research training arrangements.

- b Outline any prerequisites necessary to enter the course or courses, including English language, academic and additional course requirements.
- c List any conditions imposed on the students' enrolment.
- d List all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences).
- e Provide details of any non-tuition fees the student may incur, including as a result of having their study outcomes reassessed, deferral of study, fees for overdue payment of tuition fees, or as stated in the [International Student Management Procedure](#) other circumstances in which additional fees may apply.
- f Set out the circumstances in which personal information about the student may be disclosed by TAFE NSW, the Commonwealth including the TPS, or state or territory agencies, in accordance with the [Privacy Act 1988](#).
- g Outline TAFE NSW's internal and external complaints and appeals processes.
- h State that the student is responsible for keeping a copy of the written agreement as supplied by TAFE NSW, and receipts of any payments of tuition fees or non-tuition fees.

3.12 The information provided under clause 3.11 will be within the agreement and will not be provided via hyperlinks to webpages. Information supplementary to that provided under clause 3.11 may be provided via hyperlinks.

3.13 The written agreement will also contain the following information, consistent with the requirements of the ESOS Act 2000, in relation to refunds of tuition fees and non-tuition fees in the case of student default and provider default:

- a Amounts that may or may not be repaid to the student (including any tuition and non-tuition fees collected by education agents on behalf of TAFE NSW)
- b Processes for claiming a refund
- c The specified person(s), other than the student, who can receive a refund in respect of the student identified in the written agreement, consistent with the ESOS Act.
- d A plain English explanation of what happens in the event of a course not being delivered, including the role of the Tuition Protection Scheme.
- e A statement that "This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies."

3.14 The written agreement will also include a requirement that the student, while in Australia and studying with TAFE NSW, must notify the TAFE NSW of their contact details including:

- a the student's current residential address, mobile number (if any) and email address (if any)

- b who to contact in emergency situations
- c any changes to those details, within 7 days of the change.

3.15 TAFE NSW will retain records of all written agreements and receipts of payments made by students under the written agreement for at least 2 years after the person ceases being an accepted student.

Education Agents

- 3.16 The list of Education Agents that TAFE NSW has entered into an agreement with is available to current and prospective students on the TAFE NSW website and will be maintained for accuracy and alignment with PRISMS by the International Secretariat team.
- 3.17 Education Agents, including training, monitoring, reporting, and corrective actions are managed under the Education Agent Management Policy.

Younger International Students

- 3.18 TAFE NSW details processes and requirements for managing and supporting younger international students in the [International Under 18 student Welfare Management and Orientation procedure](#).
- 3.19 TAFE NSW will provide students under 18 years of age, age-and culturally appropriate information on:
- a Who to contact in emergency situations, including contact numbers of designated staff contacts.
 - b Seeking assistance and reporting any incident or allegation involving actual or alleged sexual, physical or other abuse.
- 3.20 Where TAFE NSW International Secretariat team takes on responsibility for approving the accommodation, support and general welfare for a student who is under 18 years of age, as stated in the National code standard 5, TAFE NSW, will:
- a Nominate the dates for which TAFE NSW accepts responsibility for approving the student's accommodation, support and general welfare arrangements and advise Immigration of the dates in the form required by that department.
 - b Ensure any adults involved in or providing accommodation and welfare arrangements to the student have all working with children clearances (or equivalent) appropriate to the jurisdiction(s) in which TAFE NSW operates.
- 3.21 Where TAFE NSW has accommodation and welfare responsibilities, TAFE NSW will verify that the students' accommodation is appropriate to their age and needs:
- a Prior to the accommodation being approved
 - b At least every six months thereafter.

- 3.22 Where TAFE NSW has accommodation and welfare responsibilities TAFE NSW will maintain up-to-date records of the student's contact details, including the contact details of the student's parent(s), legal guardian or any adult responsible for the student's welfare.
- 3.23 Where TAFE NSW has accommodation and welfare responsibilities, TAFE NSW will advise Immigration in the form required by that department:
- a As soon as practicable if the student will be cared for by a parent or nominated relative approved by Immigration and a Confirmation of Appropriate Accommodation and Welfare (CAAW) is no longer required.
 - b Within 24 hours, TAFE NSW can no longer approve the students' welfare arrangements.
- 3.24 TAFE NSW processes for selecting, screening, and monitoring any third parties engaged to organise and assess welfare and accommodation arrangements are outlined in the [International Under 18 student Welfare Management and Orientation procedure](#).
- 3.25 If TAFE NSW is no longer able to approve the welfare arrangements of a student, TAFE NSW will make all reasonable efforts to ensure that the student's parents or legal guardians are notified immediately.
- 3.26 If TAFE NSW is unable to contact a student and has concerns for the student's welfare, TAFE NSW must make all reasonable efforts to locate the student, including notifying the police and any other relevant Commonwealth, state, or territory agencies as soon as practicable.
- 3.27 Where TAFE NSW has accommodation and welfare responsibilities and TAFE NSW suspends or cancels the enrolment of a student, TAFE NSW will continue to approve the welfare arrangements for that student until any of the following applies:
- a the student has alternative welfare arrangements approved by another registered provider
 - b care of the student by a parent or nominated relative is approved by Immigration
 - c the student leaves Australia
 - d TAFE NSW has notified Immigration that it is no longer able to approve the student's welfare arrangements or that it has taken the required action after not being able to contact the student.
 - e If TAFE NSW enrolls a student under 18 years of age who has welfare arrangements approved by another registered provider, the TAFE NSW will:
 - f negotiate the transfer date for welfare arrangements with the releasing registered provider to ensure there is no gap.
 - g inform the student of their visa obligation to maintain their current welfare arrangements until the transfer date or have alternate welfare arrangements approved or return to their home country until the new approved welfare arrangements take effect.

Support Services

- 3.28 TAFE NSW supports international students to adjust to study and life in Australia by giving them information on or access to age and culturally appropriate orientation programs, prior to or on commencement of their course, that provide information about:
- a support services available to help them adjust to study and life in Australia, assist with general or personal circumstances may adversely affect their study, and help them with employment and workplace issues.
 - b English language and study assistance programs
 - c TAFE NSW facilities and resources, relevant legal services, emergency, and health services
 - d complaints and appeals processes
 - e course attendance and progress requirements
- 3.29 TAFE International Customer Experience team provides the information and referrals outlined in 3.28 at no additional cost to the student.
- 3.30 TAFE NSW offers students a range of support to enable them to achieve expected learning outcomes regardless of their campus location or delivery mode of the course, at no additional cost to the overseas student. The International Customer Experience team is responsible for ensuring international students receive the support needed. More information on this team and their contacts is clearly available to students on the international website and through the student HUB.
- 3.31 The services referred to in 3.28-3.30 are supplementary to course design and delivery which are appropriate to the requirements of the course, mode of study and the learning needs of student cohorts, as specified in the [Course Design, Delivery and Review Policy](#) and [Assessment Policy](#).
- 3.32 The International Team is the official point of contact for international students. The International Team have access to up-to-date details of TAFE NSW's support services.
- 3.33 TAFE NSW provides employees who interact directly with international students training on the ESOS Framework and TAFE NSW's obligations under the framework, including student support obligations. The ESOS Framework is included in the Mandatory Suite of training that all new and continuing employees are required to complete annually. The International Unit conducts annual training for International Unit employees that builds on the Mandatory Suite and supports the work of the Unit to meet the requirements of the Framework.
- 3.34 Student Critical Incidents are managed and reported in line with the Student Critical Incident Policy and associated processes. Information about safety and reporting incidents is readily available to students.

International Student Transfers

- 3.35 TAFE NSW will not knowingly enrol an international student seeking to transfer from another registered provider's course prior to the student completing six months of their principal course except where any of the following apply:
- a The releasing registered provider, or the course the student is enrolled in, has ceased.
 - b The releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing their course at that registered provider.
 - c The releasing registered provider has agreed to the student's release and recorded the date of effect and reason for release in PRISMS. Registered providers must have an implemented policy and process for assessing international student transfer requests prior to the international student completing six months of their principal course.
 - d The government sponsor of the student considers the change to be in the student's best interests and has provided written support for the change.
- 3.36 International students enrolled at TAFE NSW may lodge a written request to transfer to another provider prior to completing six months of their principal course, in line with the [International Student Transfer of Education Providers Procedure](#), and where the student can demonstrate a valid enrolment offer from another registered provider and the following:
- a The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with TAFE NSW's intervention strategy.
 - b The student is requesting to change providers due to academic difficulty and has not accessed the relevant academic and support services available at TAFE NSW. TAFE NSW will not grant an international student's request for a release letter if any course tuition or other amounts owed by the student to TAFE NSW are unpaid.
 - c There is evidence of compassionate or compelling circumstances. The TAFE NSW [International Student Transfer of Education Providers Procedure](#) lists the required documented evidence of compassionate or compelling circumstances.
 - d TAFE NSW fails to deliver the course as outlined in the written agreement.
 - e There is evidence that the students' reasonable expectations about their current course are not being met (this does not constitute lower fees or shorter completion times offered by other education provider).
 - f there is evidence that the student was misled by the TAFE NSW or an education or migration agent regarding the TAFE NSW and the course and the course is therefore unsuitable to their needs and/or study objectives.
 - g An appeal (internal or external) on another matter results in a decision or recommendation to release the student.

- 3.37 TAFE NSW may refuse transfer requests from overseas students who are not genuinely engaging with an intervention strategy with the intention of failing and being released.
- 3.38 For the purpose of transferring providers, six months is calculated as six calendar months from the date the student commences, or is expected to commence, their principal course.
- 3.39 Students in TAFE to University pathway packages, who wish to withdraw from the degree course but continue in the TAFE NSW course, will be referred to the university to be assessed as per the university's transfer of education provider policies.
- 3.40 TAFE NSW will assess the transfer request against the criteria outlined at 3.36 within a reasonable timeframe.
- 3.41 If the student is under 18 years of age:
 - a TAFE NSW requires written confirmation that the student's parent or legal guardian supports the transfer.
 - b Where the student is not being cared for in Australia by a parent or suitable nominated relative, the receiving provider must confirm it accepts responsibility for approving the student's accommodation, support, and general welfare arrangements in accordance with Standard 5 of the National Code.
- 3.42 Where a release is granted, it will be no cost to the student and TAFE NSW will advise the student to contact Immigration to seek advice.
- 3.43 Where a transfer request is refused, the student is informed in writing of the refusal including the reasons for the refusal and their right to access the internal appeals process, as set out in the [International Student Transfer of Education Providers Procedure](#).
- 3.44 TAFE NSW will not finalise the student's refusal status in PRISMS until a lodged complaint or appeal finds in favour of the original decision, or the student has chosen not to access the complaints and appeals processes within a 20-working day period, or the student withdraws from the process.
- 3.45 TAFE NSW maintains records of all transfer requests from students including the assessment and decision regarding the request for two years after the student ceases to be an accepted student.

International Student Visa Requirements

- 3.46 Monitoring and reporting of international student course progress, attendance and course duration is set out in the [Course Progress and Attendance Monitoring for International Students \(VET and ELICOS\) Policy](#) and Procedure and the [Higher Education Progression, Exclusion and Graduation Policy](#) and [Higher Education Progression and Exclusion Procedure](#).
- 3.47 TAFE NSW will not deliver a course to an international student:
 - a exclusively online or via distance, or
 - b delivered more than one-third online or via distance.

- 3.48 Appropriate delivery modes for CRICOS registered courses are determined via the [Course, Design, Development and Review Policy](#) and procedures.
- 3.49 Any online or distance learning for ELICOS courses must be in addition to minimum face-to-face teaching requirements.

Deferring, Suspending, or Cancelling an International Student's Enrolment

- 3.50 TAFE NSW may defer or suspend the enrolment of a student, at the student's request, if it believes there are compassionate or compelling circumstances.
- 3.51 TAFE NSW may suspend or cancel a student's enrolment including, but not limited to, the following grounds:
- a Misbehaviour by the student, as determined under the [Student Conduct and Discipline Policy](#) or the [Academic Integrity Policy](#) and [Procedures](#).
 - b The student's failure to pay course fees, as stated in the written agreement.
 - c A breach of course progress or attendance requirements by the student.
- 3.52 Where TAFE NSW initiates a suspension or cancellation of a student's enrolment, before imposing the suspension or cancellation TAFE NSW will:
- a Inform the student of that intention and the reasons for doing so, in writing
 - b Advise the student of their right to appeal through TAFE NSW internal complaints and appeals processes within 20 working days.
- 3.53 When there is any deferral, suspension or cancellation action taken:
- a TAFE NSW advises the students to seek advice from Immigration on the potential impact on their student visa. Students are to contact the [Department of Home Affairs](#) (telephone 131 881).
 - b TAFE NSW will report on the change to the students' enrolment under section 19 of the ESOS Act.
- 3.54 A suspension or cancellation of a student's enrolment cannot take effect until any appeals process accessed by the student is completed, unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Provider & Student defaults

- 3.55 A Provider Default occurs when an education provider fails to deliver a course to an international student under specific circumstances. As per the ESOS Act 2000, Section 46A, a provider is considered to have defaulted if:
- a The provider fails to commence the course on the agreed start date.
 - b The course ceases to be provided at any time after it starts but before it is completed.
 - c The student has not withdrawn from the course before the default occurs.

- 3.56 A Student Default occurs when an international student fails to commence or continue their course under specific circumstances. As per Section 47A of the ESOS Act, a student is considered to have defaulted if:
- a The student fails to start the course on the agreed date and has not formally withdrawn.
 - b The student withdraws from the course (whether before or after commencement).
 - c The student's enrolment is cancelled due to a breach of visa conditions or a failure to meet course progress/attendance requirements.
 - d The above defaults are managed by the International Recruitment & Conversion team following the How Do I Process International Student Default and Provider Default processes.

Complaints and Appeals

- 3.57 TAFE will endeavour to support fair, transparent, and timely complaints and appeals processes for international students.
- 3.58 Students involved in an appeal must be treated with respect, the matter handled confidentially and in alignment with privacy expectations set out in the [Privacy Policy](#). Students will not be treated differently, less favourably, or victimised because they have lodged an appeal.
- 3.59 Students are given the opportunity to present their case at no cost and any relevant circumstances or information they put forward, will be taken into consideration. If they request it, they may have a support person attend any relevant meetings that may occur that relate to the appeal.
- 3.60 Students may access appeals processes outlined in the following:
- a [Assessment Appeals Policy](#) and Procedure
 - b [Academic Integrity Policy](#) and Procedure
 - c [Student Conduct and Discipline Policy](#) and Procedure
 - d Higher Education decisions relating to course monitoring, including progression and exclusion can be appealed under provisions of the [Higher Education Progression & Exclusion Procedure](#)
 - e VET and ELICOS appeals related to course progress and attendance, which are managed under the [Course progress and attendance monitoring for international students \(VET and ELICOS\) Procedure](#).
 - f Details on complaints and feedback for all TAFE NSW students can be found on this [link](#) including TAFE NSW [Customer complaint Policy](#)
 - g [International Student Transfer of Education Providers Procedure](#)
- 3.61 For appeals related to decisions other than those listed under 3.60, students are to be directed, in the first instance, to the International Team who will manage them under the internal [How](#)

to [Manage Course Progress and Attendance for International Students \(VET and ELICOS\)](#) and the [Internal-external appeals process](#).

3.62 Student complaints can be lodged, and are managed, under the provisions of the [Customer Complaints Policy](#).

3.63 Students who are not satisfied with the outcome of an appeal or complaint lodged with TAFE NSW can contact the [NSW Ombudsmen](#).

Section 4. Responsibilities

Position	Responsibilities
Chief Learning & Teaching Officer (Accountable Officer)	Oversight of the development, review and amendment of this policy, with the authority to approve revisions to the policy to ensure alignment with regulatory and legislative requirements and current TAFE NSW operations.
Executive Director, Education Enablement (Responsible Officer)	Supports the Accountable Officer in the development, monitoring, review, amendment of this policy, to ensure alignment with regulatory and legislative requirements and current TAFE NSW operations.
International Team	Support the recruitment, application, orientation, enrolment processes and international student support
Teaching and Learning delivery staff	Delivering teaching and learning of courses, monitoring international student wellbeing, course progress, attendance and course duration is set out in the Course Progress and Attendance Monitoring for International Students (VET and ELICOS) Policy
ELICOS staff	Case Manager is responsible for the management of the ELICOS student application. Educational staff members conduct the class placement test
International Students	Access and adhere, where required, to TAFE NSW policy and procedure.

Section 5. Monitoring

5.1 The Responsible Officer or their delegate will monitor the effectiveness of, and feedback received relating to this policy and take action to ensure its continued improvement and adherence to the ESOS Act, National Code and ELICOS Standards.

- 5.2 The Responsible Officer will coordinate a formal review of this policy every two years or where a change to legislation or organisational structure necessitates.

Section 6. Where to get help

- 6.1 The Responsible Officer for this Policy is the Executive Director Education Enablement and the first point of contact for enquiries and feedback related to the Policy is the International Team, Education Enablement Branch, Learning and Teaching Group.

Section 7. Governance information

Governance	Details
Legislation, regulations, and standards	<p>This policy is governed by:</p> <ul style="list-style-type: none"> - Education Services for Overseas Students Act 2000 - National Code of Practice for Providers of Education and Training to Overseas Students 2018 - English Language Intensive Courses for Overseas Students 2018 - Commonwealth Register of Institutions and Courses for Overseas Students

Governance	Details
Related procedures	<p>This policy governs the following procedures:</p> <ul style="list-style-type: none"> - International Student Management Procedure - International student transfer of education providers procedure - International Under 18 student Welfare Management and Orientation procedure. <p>Additional procedures</p> <ul style="list-style-type: none"> - Student Critical Incident Procedures - Higher Education Progression and Exclusion Procedure. - Course Progress and Attendance Monitoring for International Students (VET and ELICOS) Procedure - How do I Process International Student VET and Higher Education Course Applications <p>Education Agent Management HDIGs listed below</p> <ul style="list-style-type: none"> - How Do I Manage Education Agent EOI - How Do I Manage Education Agent Onboarding - How Do I Manage Ongoing Education Agent Training - How Do I Manage Education Agent Agreements - How Do I Manage Education Agent Commission <p>Supporting Documents</p> <ul style="list-style-type: none"> - TAFE NSW International Admissions Guideline 1.647.pdf (Available on Request)
Related policies	<p>This policy is to be read together with:</p> <ul style="list-style-type: none"> - Assessment Appeals Policy - Academic Integrity Policy - Brand Policy - Course Progress and Attendance Monitoring for International Students (VET and ELICOS) Policy - Higher Education Progression, Exclusion and Graduation Policy - Customer Complaints Policy - Education Agent Management Policy - Recognition policy - Student Conduct and Discipline Policy
Accountable Officer	Chief Learning and Teaching Officer
Responsible Officer	Executive Director Education Enablement

Governance	Details
Content Manager number	[Provided on uploading to the Policy & Procedure Hub.
Next review date	[2 years from the approval date, unless legislation states otherwise]

Section 8. Definitions

Word/Term	Definition/Meaning
TISIMS	TAFE International Students Integrated Management System
PRISMS	Provider Registration and International Student Management System
DHA	Department of Home Affairs
International Enrolment	Student has met all conditions of offer, signed the letter of offer to accept the place in the program, has paid fees, has been issued an electronic confirmation of enrolment and has been entered into a program and enrolled into subjects/competencies.
International/Overseas Students	A person (whether within or outside Australia) who holds a student visa, which is subject to the ESOS Act and National Code. Students in other classes of visa are not included in the scope of this procedure.
Provider	An institution (as defined in the ESOS Act) or other body or person in Australia that provides or seeks to provide courses to overseas students. To provide courses, a provider must comply with State or Territory approval requirements and become registered on CRICOS.
Principal course of study	The principal course of study refers to the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses.

Section 9. Document history

No.	Effective	Approved by	Amendment
1	10 June 2025	Chief Learning and Teaching Officer	Revised Policy arising from consolidation of the International Team policies and procedures.