

## International Student Management Procedure

Approved by: Executive Director Education Enablement

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## Section 1. Purpose

- 1.1 This procedure aims to ensure that all TAFE NSW practices comply with the International Student Management Policy. It provides detailed steps for managing international students (VET, ELICOS, and HE), including orientation, enrolment formalisation and processes for deferring, suspending, or cancelling enrolments, in alignment with the following relevant legislative frameworks:
- a [Education Services for Overseas Student Act 2000 \(ESOS Act\)](#)
  - b [English Language Intensive Courses for Overseas Students 2018](#) (ELICOS Standards)
  - c [National Code of Practice for Providers of Education and Training Overseas Student Act 2018 \(National Code\)](#)

## Section 2. Scope and Audience

- 2.1 This procedure applies to all TAFE NSW international students and staff involved in managing orientation, enrolment, deferral, suspension, or cancellation of enrolments.
- 2.2 For international students under 18 years of age, please refer to the [TAFE NSW International Student Management Policy](#) and the [International Under 18 Student Welfare Management and Orientation Procedure](#).

## Section 3. Procedure

### Recruitment and Applications

- 3.1 TAFE NSW manages international student recruitment and admissions in accordance with the [International Student Management Policy](#) and International Education Agents Policy. Admissions information is provided through the [TAFE NSW Website](#) to assist students in making informed decisions about studying with TAFE NSW.
- 3.2 TAFE NSW assesses and ensures that all international student applications meet the Department of Home Affairs (DOHA) requirements, course entry requirements such as Academic, English language proficiency, and any other course specific additional entry requirements.
- 3.3 The International Unit maintains internal How Do I Guides that support consistent assessment and processing of applications.

### Admissions and Written Agreement

- 3.4 Upon completing the application and assessment process as detailed in the "[How to Process ELICOS Student Course Applications](#)" or "[How to Process International Student VET and Higher Education Course Applications](#)" guides, the Admissions Office will issue either:

- a A provisional letter of offer with conditions if the application information is insufficient for a complete assessment, or
- b A full offer letter and fee invoice if the application and assessment is complete.
- c For an ELICOS package offer, the Admissions Office will issue a Provisional Offer Letter and Fee Invoice, which includes both onshore and offshore payment options.

3.5 The offer letter (written agreement) must comply with the requirements specified in clauses 3.11-3.14 of the [International Students Management Policy](#). Agreements must be signed or otherwise accepted by the student concurrently with, or prior to, the acceptance of tuition or non-tuition fee payments. For detailed agreement completion process and administration refer to the "How to" guides outlined in clause 3.4 above.

## Formalisation of Enrolment and Orientation Preparation

3.6 Clauses 3.7 and 3.8 below will be implemented after international students accept their offer (written agreement) and pay their fees.

3.7 International Customer Experience Coordinators (ICECs) or ELICOS Admissions staff will email new international students the course enrolment form (internal TAFE NSW form for EBS/PeopleSoft enrolment), the Confirmation of Enrolment (CoE) letter (external form generated in PRISMS), and detailed information about the mandatory orientation session, including the required documents and evidence students must bring.

3.8 Depending on the type of international student, the ICEC or ELICOS admissions team will manage the following:

- a VET and HE International students:
  - i. Manage internal systems for course offerings.
  - ii. Finalise enrolments in TAFE NSW Student Management Systems (EBS/PeopleSoft).
  - iii. Prepare orientation student packs.
  - iv. Set up the venue for orientations.
  - v. Detailed procedures are outlined in the "[How do I Manage International Student Orientation and Enrolment Process.](#)"
- b ELICOS Students:
  - i. Manage internal systems for course offerings.
  - ii. Finalise enrolments in TAFE NSW Student Management Systems (EBS/PS).
  - iii. Prepare orientation student packs.
  - iv. Set up the venue for orientations.
  - v. Detailed procedures are outlined in the "How do I Manage ELICOS Student Orientation and Enrolment Process."

## Orientation

- 3.9 On the day of orientation, International Customer Experience Coordinators (ICECs) must record the attendance of all international VET and HE students. The ELICOS team will record the attendance of all ELICOS students.
- 3.10 The ICECs will provide VET and HE students with a QR code that they must use to register for orientation.
- 3.11 Students who do not attend the orientation session will be notified of their obligation to attend a scheduled late orientation session and provided with the details.
- 3.12 Orientation sessions provide supplementary information about the following:
- a **External Providers:**
    - i. Fair Work Ombudsman (FWO): Discusses working rights.
    - ii. Medibank for Overseas Health Cover (OSHC): Provides information on health insurance.
    - iii. Surf Life Saving: Talks about beach safety.
    - iv. Police: Covers emergency services.
  - b **Internal Support Services:**
    - i. Jobs Connect, SEEK and CareerOne: Offers employment support.
    - ii. Counselling Services: Provides mental health support.
    - iii. Libraries: Information on library services available on campus.
- 3.13 Students are provided with a copy of the International Student Orientation Guide containing information on:
- a Welcome and living in NSW: Information about living, working, and enjoying New South Wales. Includes details on accommodation, transportation, employment, safety, and places of worship.
  - b Student Services: Details on various student services including counselling, career development, libraries, TAFE card, student e-services, fee information, and medical services.
  - c ESOS Framework: Information on the Education Services for Overseas Students framework. Covers student rights and responsibilities.
  - d Course Progress Policy: Guidelines on satisfactory and unsatisfactory academic progress. Includes intervention strategies and the appeals process.
  - e Suspending Enrolment: Information on suspension policies. Explain how and why a student might be suspended.
  - f Complaints and Appeals: Procedures for lodging complaints and appeals.
  - g Important Contacts: Contact information for the Department of Education and Training, Department of Home Affairs, and emergency services.
- 3.14 During the orientation session, ICECs and ELICOS staff must meet with each international student to collect the following required paperwork:
- a A completed and signed TAFE NSW enrolment form.

- b The student's USI and Australian address
- c A copy of the student's visa
- d A copy of the student's passport and verification of the original passport for identification
- e The student's information record

3.15 The ICEC International Branch submits completed enrolment forms to Student Administration staff for finalisation. Student Administration staff retrieves Visa information from VEVO if it has not been previously provided. The following must be completed:

- a Verify student visa type and update student record with Visa information.
- b If other Visa type – Student Administration Staff to notify International Branch – Admissions - The process ends and initiates a new process: 'PLACEHOLDER – Manage Visa Non-Compliance.'
- c If Bridging Visa – upload the visa and evidence to support Student Visa application into EBS.
- d Continue to monitor until Student Visa has been issued in VEVO.
- e If Student Visa – upload the student visa into the EBS system.

3.16 ELICOS education staff will administer a placement test to the ELICOS student to determine the suitable product, class, and duration for enrolment. Note: The placement test is not required if the student has completed the onshore English language assessment during the application process.

3.17 The ELICOS team will:

- a Verify the conditions of the student's specific visa type to ensure the enrolment duration does not exceed visa limitations.
- b If the student has not provided a copy of their visa, the ELICOS Branch Admissions or Regional ELICOS Delegate will view the visa details on the VEVO website. Staff should refer to the VEVO Quick Reference Guide for specific questions regarding VEVO usage.
- c If enrolment exceeds visa conditions, the ELICOS Branch Admissions or Regional ELICOS Delegate will manage visa non-compliance through existing procedures.

3.18 All international student enrolment forms (VET, HE, & ELICOS) are checked for accuracy and completeness. If there are conflicts with details already entered into the TAFE International Students Integrated Management System (TISIMS), staff are to discuss and confirm the correct information with the student. The student may be asked to amend the enrolment form, or the staff member will update the details in TISIMS.

3.19 International VET and HE students' enrolment is activated in TAFE NSW Student Management Systems (EBS/PS). This process is detailed in the "[How to Manage International Student Orientation and Enrolment](#)" guide.

- 3.20 ELICOS staff activate ELICOS students' records in the TAFE NSW Student Management System. This process is detailed in the "How to Manage ELICOS Student Orientation and Enrolment" guide.
- 3.21 Upon activation of an international student record, an email confirmation of the enrolment (EBS/PS) is sent to the student. This email includes the student's username and password, facilitating access to online resources.
- 3.22 All international student records (VET, HE & ELICOS) are securely filed in the student record file. All student records must be maintained for a minimum of two years, after the student ceases to be a student, as outlined in the ESOS framework.

## International Student Deferral, Suspension or Cancellation of Enrolment

- 3.23 The deferral, suspension, and cancellation of enrolment includes student-initiated requests and actions initiated by TAFE NSW.
  - a Student-Initiated Requests:
    - i. Deferral of studies
    - ii. Suspension of studies (leave of absence)
    - iii. Cancellation of enrolment (withdrawal)
  - b TAFE NSW-Initiated Actions:
    - i. Deferral of studies
    - ii. Suspension of studies
    - iii. Cancellation of enrolment
- 3.24 TAFE NSW monitors the course progress and attendance of international students enrolled in HE, VET, or ELICOS courses to ensure that suspensions and cancellations of enrolment are initiated as required and managed appropriately. Refer to the following for details:
  - a [Course progress and attendance monitoring for international students \(VET and ELICOS\) Policy](#) and [Procedure](#)
  - b [Higher Education Progression, Exclusion and Graduation Policy](#)
  - c [Higher Education Progression & Exclusion Procedure](#)
- 3.25 All students will be notified in writing that any deferment, suspension (leave of absence), or cancellation of enrolment, will be reported to the Department of Home Affairs (DHA) through PRISMS and it may affect their visa status.

## Deferral of Studies

- 3.26 A student may defer their studies before the course commencement date. This process can also be initiated by TAFE NSW. A deferment becomes official once recorded in PRISMS and a new start date is listed on the CoE.

- 3.27 International students must notify TAFE NSW in writing of their intention to defer studies before the course commencement date.
- 3.28 Deferment will be granted solely under compassionate or compelling circumstances, the assessment of which will be guided by the [Education Fact Sheet](#) for Standard 9 of the National Code 2018.
- 3.29 Where a student wishes to take a break from studies where compassionate or compelling circumstances do not apply, they must withdraw and re-apply when ready to return to study.

## Suspension of studies

- 3.30 Either TAFE NSW or the student may suspend or temporarily postpone a student's enrolment. The suspension becomes official once it has been recorded in PRISMS by the International Unit.
- 3.31 TAFE NSW may suspend or cancel a student's enrolment for various reasons that are stated in the written agreement, including but not limited to misbehaviour by the student, failure to pay required fees, or a breach of course progress or attendance requirements.
- 3.32 Students are advised to consult the Department of Home Affairs (DHA) for guidance on seeking leave and understanding any potential impact on their student visa.
- 3.33 A student may request and be granted a suspension (leave of absence) on the basis of compassionate or compelling circumstances for a maximum period of one semester (or six months).

## Suspension of studies (leave of absence) initiated by the student

- 3.34 International students must request approval from TAFE NSW for absences lasting one week or longer.
- 3.35 All international students must submit the appropriate forms and supporting documentation, in consultation with their International Customer Experience Coordinator (ICEC), and await approval before taking leave from studies.
- 3.36 Students must be informed that suspension of studies is only permissible due to compassionate or compelling circumstances beyond their control. The existence of compassionate or compelling circumstances will be assessed and determined in alignment with the [Education Fact Sheet](#) for Standard 9 of the National Code 2018.
- 3.37 Weddings, cultural, and religious activities are not considered compassionate or compelling circumstances by TAFE NSW.
- 3.38 Any leave of absence taken by a student must adhere to the stated and approved reason for the leave.
- 3.39 The International Unit will assess applications for suspension of studies and notify the student of the outcome in writing. If a suspension is declined, the reason will be provided to the student in writing and the student will be given information about how to appeal the outcome

within 20 working days of the notification. Refer to clauses 3.51-3.55 below for appeal information.

- 3.40 Students must continue with their course, including attending classes, until they receive written communication from TAFE NSW regarding the outcome of their application for suspension of studies.
- 3.41 Upon approval of the suspension of studies, the International Unit will notify the Department of Home Affairs (DHA) through PRISMS, providing details of the suspension and its duration.

## **Suspension of Studies initiated by TAFE NSW**

- 3.42 TAFE NSW reserves the right to suspend or cancel a student's enrolment under the following conditions, as outlined in standard 9.3 of the [National Code 2018](#):
- a Compassionate or compelling circumstances, supported by evidence.
  - b For disciplinary reasons, where a student breaches the [Student Conduct and Discipline Policy](#), resulting in suspension of enrolment. Students are informed that they have obligations under the policy during Orientation and Enrolment.
  - c Failure to pay required fees as stated in the written agreement.
  - d Breach of course progress or attendance requirements by the overseas student, in accordance with Standard 8 (Overseas student visa requirements) and managed under the policies and procedures specified in clause 3.24 above.
- 3.43 Students will be advised of their right to appeal a suspension decision within 20 working days of receiving notification of the intent to suspend. Refer to clauses 3.51-3.55 below for appeals information.

## **Cancellation of Enrolment**

- 3.44 Cancelling an international student's enrolment signifies that the student is no longer enrolled at TAFE NSW. The cancellation becomes official once the student's Confirmation of Enrolment (CoE) in PRISMS has been cancelled.

## **Cancellation of Enrolment initiated by the student**

- 3.45 International students must submit appropriate forms and supporting documentation, in consultation with their International Customer Experience Coordinator (ICEC), to apply for cancellation of studies in compliance with student visa conditions.
- 3.46 The fees payment and refund policy, as stated in the TAFE NSW International Terms & Conditions, will apply during any cancellation process initiated by the student.
- 3.47 Students must request cancellation of enrolment if they no longer hold a student visa, or if their visa type or status has changed, making them eligible to enrol as a domestic student or no longer having study rights in Australia.

- 3.48 Cancellation for non-commencement of studies occurs when a student is deemed to have notified TAFE NSW, through lack of action, that they will not be commencing or continuing their planned studies. This determination may be made under the following circumstances:
- a The student does not commence studies in a course when they are due and has not notified TAFE NSW in writing.
  - b The student requested a deferment or suspension that was not approved and took an unapproved break from studies.
  - c The student does not return to studies after an approved holiday break, deferment, or suspension.
  - d The student is absent from their course without approval from TAFE NSW for more than two consecutive weeks in a semester.
- 3.49 Cancellation of enrolment when a student transfers to another education provider occurs in accordance with the [International Student Transfer of Education Provider Procedure](#).

## Cancellation initiated by TAFE NSW

- 3.50 TAFE NSW will initiate a cancellation of a student's enrolment for the following reasons:
- a **Disciplinary Reasons:** The student breaches the TAFE NSW Student Discipline Policy, leading to disciplinary action.
  - b **Non-Compliance with Visa Conditions:** The student displays unsatisfactory course progress or attendance, resulting in non-compliance with student visa conditions.
  - c **Non-Payment of Fees:** The student defaults on paying tuition fees as stated in the written agreement.
  - d The student is deceased.
  - e **Non-Delivery of Course:** TAFE NSW is unable to deliver the registered course, in whole or in part. The fees payment and refund policy as stated in the TAFE NSW International Terms & Conditions will apply.
  - f **No Longer Holding a Student Visa:** Evidence of a change in visa type or status results in the student being eligible to enrol as a domestic student or no longer having study rights in Australia.
  - g **Under-Enrolment:** The student is deliberately under-enrolled (taking less than a normal load without approval) despite advice from TAFE NSW.
  - h **Fraudulent or Misleading Information:** The student or parent has provided false or misleading information at the time of admission or while the student is enrolled at TAFE NSW.

## Student Notice & Appeals

- 3.51 An international student has 20 working days to access TAFE NSW's internal appeals process from the time they are notified of the intention to report their suspension or cancellation.
- 3.52 Information about internal appeals processes is specified in the [International Student Management Policy](#), clauses 3.57-3.59.
- 3.53 If a student accesses an internal appeals process, the suspension or cancellation of enrolment shall not take effect until the appeal process is completed, unless the health or welfare of the student or others is likely to be at risk.
- 3.54 Students will be informed that if they are not satisfied with the outcome of their appeal, they may lodge an external complaint with the [NSW Ombudsmen](#).
- 3.55 Any external complaint process regarding a suspension or cancellation decision that is lodged by the student must be resolved before the cancellation or suspension is reported in PRISMS.

## Other Legislative Requirements:

- 3.56 The International Unit will:
  - a Maintain a record of any decisions to defer, suspend, or cancel enrolment of an international student for two years as required by the ESOS Framework.
  - b Notify the Department of Home Affairs (DHA) through PRISMS of any international student's deferral, suspension, or cancellation of enrolment.
  - c Issue a revised Confirmation of Enrolment (CoE) to a student in case of deferral or suspension of studies where the end date of the course is affected.
- 3.57 If the international student is under the age of 18, the cancellation of enrolment and CoE does not automatically cancel a Confirmation of Appropriate Accommodation and Welfare (CAAW) and TAFE NSW remains responsible for welfare arrangements until one of the following outlined in [Standard 5.6 of the National Code 2018](#) is met:
  - 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 the registered provider has notified Immigration under Standard 5.3.6 that it is no longer able to approve the student's welfare arrangements or under Standard 5.5 that it has taken the required action after not being able to contact the student.

## Section 4. Monitoring

- 4.1 The Responsible Officer will receive feedback and monitor the effectiveness of this procedure and the provisions therein, making recommendations for amendments to the Accountable Officer as required.
- 4.2 This procedure will undergo formal review every two years, or where legislative or TAFE NSW operational changes necessitate it.

## Section 5. Responsibilities

Position	Responsibility
Executive Director Education Enablement (Accountable Officer)	Oversight of the development, review and amendment of this procedure, with the authority to approve revisions to the procedure to ensure alignment with regulatory and legislative requirements and current TAFE NSW operations.
Director, International (Responsible Officer)	Supports the Accountable Officer in the development, monitoring, review, amendment of this procedure, to ensure alignment with regulatory and legislative requirements and current TAFE NSW operations.
International Recruitment & Conversion Team	Managing all applications for deferral, suspension and cancellation of enrolment, updating CoEs and reporting variations in PRISMS.
Case Manager Responsible for the management of the ELICOS student application.	Case Manager Responsible for the management of the ELICOS student application.
ELICOS Team	Manage the ELICOS Branch admissions/enrolments/orientation
Regional ELICOS Delegate	Support the Orientation and Administration processes set out in this procedure.
International Customer Experience team	Managing the orientation and enrolment processes and facilitating the counselling and completion of the relevant enrolment variation forms by the students.
Student Services Branch	Checking Visa details and recording international student enrolments into the internal student management system EBS, activating the enrolment and sending access to students' resources/platform.

## Section 6. Governance information

Governance	Details
Related policies	<p>This procedure is governed by the following:</p> <p><a href="#">International Student management Policy</a></p>
Related documents	<p>This procedure is to be read together with:</p> <p><a href="#">Course progress and attendance monitoring for international students (VET and ELICOS) Policy</a> and <a href="#">Procedure</a></p> <p><a href="#">Higher Education Progression, Exclusion and Graduation Policy</a></p> <p><a href="#">Higher Education Progression &amp; Exclusion Procedure</a></p> <p><a href="#">How do I Manage International Student orientation and enrolment process</a></p> <p><a href="#">How do I Process International Student VET and Higher Education Course Applications</a></p> <p><a href="#">How Do I Process ELICOS Student Course Application</a></p> <p>How do I manage ELICOS student orientation and enrolment process</p> <p>International Under 18 student Welfare Management and Orientation procedure</p> <p><a href="#">Student Conduct and Discipline Policy</a></p> <p><a href="#">Student Fees and Refund Policy</a></p>
Accountable Officer	Executive Director Education Enablement
Responsible Officer	Director, International
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 7. Definitions

Word	Definition
Appeal	Refers to formal written request made by a student to reconsider the decision made by TAFE NSW regarding suspension or cancellation of their enrolment.
Cancellation	Termination of the student's enrolment. The student CoE status will be listed as 'cancelled'.
CoE	Confirmation of Enrolment electronically generated through PRISMS.
Compassionate or compelling circumstances	<p>Are generally those beyond the control of the student which have an impact upon the student's course progress or student wellbeing. These could include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• serious illness or injury, where a medical certificate states that the student was unable to attend classes.</li> <li>• bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).</li> <li>• major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or</li> <li>• a traumatic experience which could include: <ul style="list-style-type: none"> <li>▪ involvement in, or witnessing of a serious accident; or</li> <li>▪ witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)</li> </ul> </li> <li>• where the registered provider was unable to offer a pre-requisite unit; or</li> <li>• Inability to begin studying on the course commencement date due to delay in receiving a student visa.</li> </ul>
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 a Confirmation of Enrolment (CoE) and has been entered into a program and enrolled into subjects/competencies.

Word	Definition
International/Overseas Students	<p>A person (whether within or outside Australia) who holds a student visa, other than one exempted by the ESOS Regulations 2001. Students on other classes of visa are not included.</p> <p>Note: International/overseas students in the context of this policy/procedure are limited only to those students subject to the ESOS Act, that is, on a student visa. A visa granted under the Migration Act 1958 to overseas students. The Department of Home Affairs administers the Act and issuing of visas.</p>
PRISMS	Provider Registration and International Student Management System which is a computer system developed by DESE in association with DHA for the purpose of receiving and storing information about accepted overseas students for the purposes of complying with the Education Services for Overseas Students Act.
Provider	(as defined in the ESOS Act) An institution 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.
Suspension (Leave of absence)	When the enrolment of a student in a course is temporarily postponed or suspended for a period after the commencement of their course, after which the student may recommence study. (Student or TAFE NSW initiated)
TISIMS	TAFE International Students Integrated Management System

## Section 8. Document history

No.	Effective	Approved by	Amendment
1	n/a – not published	Chief Education & Training	Initial Procedure
2	3 June 2020	Chief Operating Officer	Amended the Accountable Officer and Approver from CETO to COO.
3	June 2025	Executive Director, Education Enablement	Amendments arising from a formal review, consolidation of International Unit policies and procedures and a minor change to the name of the procedure.