

## **INVITATION: PREPARE YOUR WORKPLACE FOR THE NATIONAL CODE 2018**

### **A FREE WORKSHOP SERIES FOR MANAGERS AND PRACTITIONERS WORKING WITH INTERNATIONAL STUDENTS and ESOS COMPLIANCE**

#### **DATES**

<u>Workshop 1</u>	STANDARDS 2 & 3	Friday 1 December 2017 9.00am-12pm
<u>Workshop 2</u>	STANDARD 5	Friday 1 December 2017 1-4pm
<u>Workshop 3</u>	STANDARD 7	Monday 4 December 2017 2-4.30pm
<u>Workshop 4</u>	STANDARD 4	February 2018 (To be confirmed. There may be a nominal charge for this workshop)

#### **BACKGROUND**

In September 2017, the Australian Government released the revised National Code of Practice for Providers of Education and Training to Overseas Students 2018, for implementation 1 January 2018. Providers who review their ESOS compliance before the implementation date will be in a stronger position to improve their services and grow their reputation in the sector. It is evident that providers are looking for more specific guidance on what they need to do to be compliant. Many providers are wanting to identify and implement best practice examples to enhance the international students' experience.

ISANA and International Education Knowledgebase are collaborating on a series of workshops to address the specific questions providers are asking. The workshops provide a forum for discussion and to gather data and issues practitioners are working with in the compliance process. The information shared will assist providers in implementing the National Code changes. The workshops will inform ISANA on the development of the new National Code Online Tutorial, that builds on the highly successful program offered to international education industry practitioners since 2007.

#### **WHO WILL ATTEND?**

The expert panelists are selected for their experience with compliance and the National Code. A range of roles will be represented, including student recruiters, admissions, accommodation providers, guardians, compliance managers and student support professionals. Participants will be professionals who are directly involved in ESOS compliance and who understand National Code requirements. The workshops are intended as a forum for sharing knowledge and creating case studies. Participants will have the opportunity to share their experience and discuss ideas and implementation strategies for their own workplaces. Participants will also be invited to raise their questions and concerns which will be communicated to DET.

#### **OBJECTIVES**

The workshops will

- Invite input from practitioners whose daily work requires them to implement the National Code.
- Provide a brief overview of changes to the National Code 2018.
- Focus on specific requirements of the National Code 2018.
- Gather information, good practice examples and case studies to be used in new training tools.
- Provide a summary report of the discussion in the workshops.
- Assist participants in their ongoing ESOS compliance.

#### **VENUE**

**G04 Gateway building, Trinity College Melbourne**  
(Off Tin Alley, close to Royal Parade)

#### **REGISTER**

Register: email [paula@ieknow.com.au](mailto:paula@ieknow.com.au) to register your interest, indicating which workshop/s you are interested in

Register early: workshops are limited to 20 participants.

## THE WORKSHOPS

Focus	Outline	Key questions
<p><b>WORKSHOP 1</b></p> <p><b>STANDARDS 2 &amp; 3</b></p> <p><b>Friday</b></p> <p><b>1 December</b></p> <p><b>9.00am-12pm</b></p>	<p><b>Standard 2 - Recruitment of an overseas student</b> Providers are now required to provide a prescriptive list of information to students to help them make an informed decision on their study destination. This information is to be accessible to students prior to submitting an application. It includes guidance on compulsory online learning and work integrated learning, cost of living, accommodation options and information for under 18 students.</p> <p><b>Standard 3 Formalisation of enrolment and written agreements.</b> More detailed information is now required in the written agreement - course content, including compulsory online learning and work-related training, prerequisites necessary to enter the course or courses, conditions imposed on the student's enrolment, tuition fees payable and circumstances where an international student's information will be shared. Electronic links can only be used to provide supplementary materials.</p>	<ul style="list-style-type: none"> <li>• How do providers ensure this information is consistently delivered across all promotional platforms?</li> <li>• What level of detail is required?</li> <li>• How can providers ensure the information is accessible and effective?</li> <li>• Are there any templates available for written agreements?</li> <li>• What are the non-tuition fees that need to be included?</li> <li>• When is it appropriate to include the information in the written agreement and when is an electronic link acceptable?</li> </ul>
<p><b>WORKSHOP 2</b></p> <p><b>STANDARD 5</b></p> <p><b>Friday</b></p> <p><b>1 December</b></p> <p><b>1-4pm</b></p>	<p><b>Standard 5 – Younger overseas students</b> The care and welfare of international students is strengthened and includes the requirement to meet any Commonwealth, State or Territory legislation, or other regulatory requirements relating to child welfare and protection appropriate to the jurisdiction(s) in which providers operate. There are specific requirements to minimise welfare gaps – to take responsibility for students transferring to another provider and to notify parents and DIBP if a provider is no longer able to approve welfare arrangements.</p> <p>Providers must have processes to monitor any third parties engaged by the registered provider to organise and assess welfare and accommodation arrangements. All adults involved in providing international student accommodation or welfare arrangements must have working with children clearances appropriate to the jurisdiction in which they operate. There is also an initial requirement to check that an international student's accommodation is appropriate to the student's age and physical needs and every six months thereafter.</p>	<ul style="list-style-type: none"> <li>• What are some good practice examples of guidelines for approving and monitoring third parties involved in accommodation and welfare arrangements?</li> <li>• How do you ensure there are no gaps in welfare arrangements?</li> <li>• How do you check the appropriateness of accommodation?</li> <li>• What is involved in checking accommodation every six months?</li> </ul>
<p><b>WORKSHOP 3</b></p> <p><b>STANDARD 7</b></p> <p><b>Monday</b></p> <p><b>4 December</b></p> <p><b>2-4.30pm</b></p>	<p><b>Standard 7 – Overseas student transfers</b> One of the most talked about of all the standards in the National Code, Standard 7 is here to stay. There are now more explicit examples where a provider must approve a release. How are these interpreted and what will the new functionality in PRISMS look like? We know that release letters are no longer required, but how will students know they have been approved for release when they do not have access to PRISMS. Providers will need to update their policy and procedures to reflect the changes. What are the changes that need to make?</p>	<ul style="list-style-type: none"> <li>• At what stage of a student's enrolment can a student expect to be released for not meeting satisfactory course progress – knowing that completion will not take place within expected duration, only after a formal intervention strategy is in place, or when the student has formally been reported through PRISMS?</li> <li>• What constitutes 'compassionate and compelling' and what is the documentary evidence required?</li> <li>• Evidence that a student's reasonable expectations about their current course is not being met. What evidence is acceptable?</li> <li>• What evidence would a student need to provide to demonstrate they have been misled and the course is not suitable?</li> </ul>