



Australian Government  
Department of Education

# PRISMS Masterclass

Ben Houston

ESOS Systems and Support


International Frameworks





**"You're not allowed to use  
the sprinkler system to keep  
your audience awake."**

# This session will cover:

- General PRISMS Housekeeping
  - Common PRISMS Helpdesk issues
  - ESOS Regulations 2019 – PRISMS Changes
  - Standard 7 – Concurrent and short/holiday study
- 

# General PRISMS Housekeeping



# Changing My Details

The screenshot displays the PRISMS web application interface. At the top left, the Australian Government Department of Education logo is visible. The top right corner features the 'PRISMS' logo. A navigation bar below the header includes links for Home, Contact Us, Training, **Change My Details** (highlighted with a red circle), and Logout. A search bar and 'CoE Create' link are also present in the top right.

The left sidebar contains a menu with the following categories and items:

- Information
- My Organisation
  - Details
  - Contacts
  - Users
- Provider
  - Locations
  - Courses
  - Course Variations
  - Add new CoE
  - Students/CoEs
- Agents
  - Manage Agent
  - Manage Agency
- Reports

The main content area is titled 'Home' and contains the following text:

Welcome to the Provider Registration and International Student Management System (PRISMS). Please select a menu option from the left of this page. You can return to this page at any time by choosing [Home](#) from the menu.

Current organisation:  
Logged on as:

News Items...

Alerts (0) Outstanding CoEs (13) Welfare Arrangements (1) Defaulting CoEs (1119)

No alerts to display.

Select All Deselect All Mark as Read

# Changing My Details

A user can update these details here:

## My Details

Use this screen to modify your existing registration information. Please note that your email address is also used as your Logon ID and cannot be changed. Click [Change Password](#) to change the password for your current Logon ID.

**Email Address:**

**First Name:**

**Family Name:**

**Date of Birth:**

**Phone:**

**Question:**

**Answer:**

I would like to subscribe to news items


### Your Options

- [» Change Password](#)
- [» Request Additional Access](#)  
This will allow you to request additional access to the same or another provider.
- [» Deactivate Account](#)  
This will allow you to deactivate your account. You will have the option to specify a date for when deactivation should occur.

# Subscribing to PRISMS News Items

## My Details

Use this screen to modify your existing registration information. Please note that your email address is also used as your Logon ID and cannot be changed. Click [Change Password](#) to change the password for your current Logon ID.


 Email Address:

First Name:

Family Name:

Date of Birth:

Phone:

Question:  

Answer:

I would like to subscribe to news items

Save Details

Change Password

### Your Options

» [Change Password](#)

» [Request Additional Access](#)

This will allow you to request additional access to the same or another provider.

» [Deactivate Account](#)

This will allow you to deactivate your account. You will have the option to specify a date for when deactivation should occur.

# Requesting Additional Access

## My Details

Use this screen to modify your existing registration information. Please note that your email address is also used as your Logon ID and cannot be changed. Click [Change Password](#) to change the password for your current Logon ID.

Email Address:

First Name:

Family Name:

Date of Birth:

Phone:

Question:

Answer:

I would like to subscribe to news items

### Your Options

- >> [Change Password](#)
- >> [Request Additional Access](#)  
This will allow you to request additional access to the same or another provider.
- >> [Deactivate Account](#)  
This will allow you to deactivate your account. You will have the option to specify a date for when deactivation should occur.

## Request Additional Access

Select Required Access:

- CoE Officer Provider staff, who create and/or report on CoEs
- Course Cost Upload user, who can submit course cost change requests
- Course location linking user, who can submit requests to change courses linked to locations
- View Agent Reports user, who can view agent performance reports
- User account manager, who can adjust user roles within the organisation

# Resetting a colleagues password

User Details

Email Address:  
First Name:  
Family Name:  
Phone:  
Current Role: CoE Administrator

## User Activity

User Status: Active  
Training Status: Completed  
Password Expires: 12/05/2019 10:08  
Last Logon: 22/02/2019 09:10  
Failed Attempts: 0  
Created: 16/01/2017 16:48  
Created By: SYSTEM  
Updated: 11/02/2019 10:07  
Updated By:

## User Options

### » Deactivate User

This will deactivate the user's account and they will no longer be able to logon to PRISMS for your provider. You will have the option to specify a date for when deactivation should occur.

### » Reset password

The user will receive an email containing instructions explaining how to change their password.

### » Change User Role

The user will be granted the CoE Creator role and sent an email confirming the change.

## Reset User's Password

You're about to reset the password for the Logon ID  
(**edu.au**)

User:  
Email:  
Access: **CoE Administrator**

The user will receive an email containing instructions explaining how to change their password.

Reset

Cancel

# ESOS Online Training

The screenshot displays the PRISMS online training interface. On the left is a navigation menu with categories like 'Home', 'PRISMS Online Training', and 'Module 2 - PRISMS Basics'. The main content area is titled 'Module 2 - PRISMS Basics' and 'PRISMS Logon Page'. It includes a sub-header 'Welcome to the Provider Registration and International Students Management System (PRISMS)' and a login form with fields for 'Logon ID' and 'Password'. A 'Logon' button is at the bottom of the form. To the right of the form is a 'Latest News' section with a list of news items. Five numbered callouts (1-5) are overlaid on the page to highlight specific features: 1 points to the login fields, 2 to the 'Forgotten your password?' link, 3 to the 'Have a colleague reset your password' link, 4 to the 'Information' menu, and 5 to the 'Latest News' section.

**1** The PRISMS logon area requests the user's Logon ID and Password.

**2** The **Forgotten your password?** link allows you to automatically reset your password if you forget it.

**3** The **Have a colleague reset your password** is a link to the instruction guide for a colleague that is also a PRISMS user to initiate a password reset, if you have forgotten your password and/or secret answer.

**4** The left hand menu bar provides general information on PRISMS, including items such as Conditions of Use, System Access Requirements, a Provider User Guide etc.

**5** The 'Latest News' area provides a list of the ten most recent PRISMS News items. The **More news...** link provides access to further systems news and information.

# Course Cost Upload

- Information
- Management
  - Providers
  - Organisations
  - IDP Offices
  - Contacts
  - Users
  - Locations
  - Courses
  - Course Variations
  - Students/CoEs
  - Supersede Course
  - Bulk Course Cancel
  - Go To TPS
  - Course Cost Upload
  - Link Courses to Locations
  - Email Templates
- Agent Management
- Fund Management
- Reports
- Notice and Invoice
- Registration
- Administration

## Course Cost Upload Batch Processing

Course Cost Uploads

Sample file for course cost upload: [Course Cost Upload Sample File - Excel \(XLSX\)](#) [More Info](#)

Course cost upload list view options: [Upload Course Costs](#)

Select a Course Cost upload to view its details [Search](#) | [Full List](#)

CRICOS Code	Organisation Name	Responsible Regulator	File Name	User	Uploaded▲	Started	Finished	Status
Page 1 of 1 (from 0 rows): 1								

[Refresh Display](#)

Choose...

[Upload New File](#)

# Student Contact Upload

Home Contact Us Training Change My Details Logout Return As Logged in user

## Student Contact Upload Batch Processing

Student Contact Upload

Sample file for Student Contact upload: [Student Contact Upload Sample File - Excel\(XLSX\)](#) [More Info](#)

Select a Student Contact upload to view it's details [Search](#) | [Full List](#)


File Name	User	Uploaded	Started	Finished	Status
StudentContactUpload-000023-05/05/2017.xlsx	[REDACTED]	5/05/2017 9:54 AM	5/05/2017 9:56 AM	5/05/2017 9:57 AM	Completed - OK
StudentContactUpload-000023-04/05/2017.xlsx	[REDACTED]	4/05/2017 5:06 PM	4/05/2017 5:08 PM	4/05/2017 5:08 PM	Failed
StudentContactUpload-000023-04/05/2017.xlsx	[REDACTED]	4/05/2017 4:45 PM	4/05/2017 4:46 PM	4/05/2017 4:46 PM	Validation - error(s)
StudentContactUpload-000023-04/05/2017.xlsx	[REDACTED]	4/05/2017 4:09 PM	4/05/2017 4:10 PM	4/05/2017 4:10 PM	Validation - error(s)
StudentContactUpload-000023-03/01/2017.xlsx	[REDACTED]	3/01/2017 3:05 PM	3/01/2017 3:08 PM	3/01/2017 3:11 PM	Completed - OK
StudentContactUpload-000023-03/01/2017.xlsx	[REDACTED]	3/01/2017 2:44 PM	3/01/2017 2:45 PM	3/01/2017 2:45 PM	Validation - error(s)
StudentContactUpload-000023-03/01/2017.xlsx	[REDACTED]	3/01/2017 2:00 PM	3/01/2017 2:01 PM	3/01/2017 2:01 PM	Failed
StudentContactUpload-000023-30/11/2016.xlsx	[REDACTED]	30/11/2016 9:48 AM	30/11/2016 9:49 AM	30/11/2016 9:49 AM	Completed - OK
StudentContactUpload-000023-29/11/2016.xlsx	[REDACTED]	29/11/2016 4:52 PM	29/11/2016 5:03 PM	29/11/2016 5:03 PM	Validation - error(s)
StudentContactUpload-000023-01/03/2016.xlsx	[REDACTED]	1/03/2016 12:25 PM	1/03/2016 12:27 PM	1/03/2016 12:27 PM	Completed - OK
StudentContactUpload-000023-08/02/2016.xlsx	[REDACTED]	8/02/2016 3:49 PM	8/02/2016 3:50 PM	8/02/2016 3:50 PM	Validation - error(s)
StudentContactUpload-000023-08/02/2016.xlsx	[REDACTED]	8/02/2016 3:45 PM	8/02/2016 3:46 PM	8/02/2016 3:46 PM	Validation - error(s)
StudentContactUpload-000023-08/02/2016.xlsx	[REDACTED]	8/02/2016 3:44 PM	8/02/2016 3:45 PM	8/02/2016 3:45 PM	Validation - error(s)
StudentContactUpload-000023-03/12/2015.xlsx	[REDACTED]	3/12/2015 11:34 AM	3/12/2015 11:36 AM	3/12/2015 11:36 AM	Completed - OK

# Common PRISMS Helpdesk issues



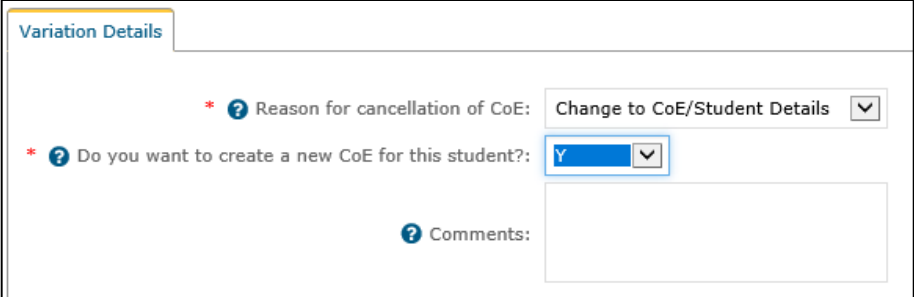
# Modifying details on a CoE prior to 'approved' status

A provider can update any of the following:

- Student details – name, date of birth, country of birth and/or nationality.
  - Course details – proposed start and end date, course name
  - Tuition fees – initial prepaid tuition, non-tuition fees and total course fee.
  - Overseas Student Health Cover
  - English Language
  - Agent (if applicable)
  - Any comments included on the CoE
- 

# Modify CoE at 'Approved' status

- Search for the CoE that you need to create a student course variation. Select the specific CoE from the single/multiple list.
- Click on Student Course Variation tab then click on Add Variation button.
- Select change to CoE/student Details.
- Do you want to create a new CoE for this student?: - Select 'Y', enter comments on the comments field. Then click Save.




Variation Details

\* ? Reason for cancellation of CoE: Change to CoE/Student Details ▼

\* ? Do you want to create a new CoE for this student?: Y ▼

? Comments:

# CoE that has passed 'Approved' Status

- To modify a **student's details** after the CoE has passed 'Approved' status, the provider must submit a copy of the student's passport and CoE Code to the PRISMS Helpdesk ([prisms@education.gov.au](mailto:prisms@education.gov.au)) for the change to be made.
  - **CoE details** are unable to be changed. The provider is required to cancel the CoE through the SCV process and create a new one.
- 

# PRISMS Frequently Asked Questions

To access these PRISMS Frequently Asked Questions:

<https://internationaleducation.gov.au/About-AEI/Pages/PRISMS-FAQs.aspx>

## Frequently Asked Questions



- ▶ How do I register as a new user on PRISMS?
- ▶ What if I forget my password?
- ▶ How do I reset a colleague's password?
- ▶ How do I change my details and/or change my password?
- ▶ How do I obtain additional access?
- ▶ How do I remove my access and deactivate my PRISMS account?
- ▶ Managing Registration Signatory Delegates (RSDs) Processes
- ▶ To avoid creating duplicate student records in PRISMS
- ▶ What is a release under Standard 7 of the National Code?
- ▶ Notifying changes to student enrolments
- ▶ What is a CoE (Confirmation of Enrolment)?
- ▶ How do I create, update or cancel a CoE?
- ▶ What happens when PRISMS doesn't work?
- ▶ What is the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)?
- ▶ Managing ebiz contacts
- ▶ Student Visa Enquiries
- ▶ What is a CAAW (Confirmation of Appropriate Accommodation and Welfare)?
- ▶ Where can I find other useful information?


# **ESOS Regulations 2019**

## **PRISMS Changes**



# ESOS Regulations 2019


## Key PRISMS Changes

- English Language testing
  - Agents
  - Student course variations (SCV)
    - Termination of studies
  - Student Contact Details
- 

# Recording English Language testing in PRISMS

## What has changed?

A provider creating a new CoE for an accepted student is now required to answer up to **three** questions relating to English Language:

1. Is the student exempt from providing evidence of English Language proficiency?
  2. Has the student undertaken an English test to meet Migration requirements ?
  3. Has the institution used, or will use, other means of testing to ensure the student has, or will have, met the English language requirements for the course ?
- 

# Recording English Language testing in PRISMS

- Questions 1 & 2 relate to **student visa matters**

Question 1 – Is the student exempt from providing evidence of English Language proficiency?

Is the student exempt from providing evidence of English language proficiency?  No  Yes

Citizen of, and passport issued by: United Kingdom  
Citizen of, and passport issued by: United States of America  
Citizen of, and passport issued by: Canada  
Citizen of, and passport issued by: New Zealand  
Citizen of, and passport issued by: Republic of Ireland  
Enrolling, or enrolled, in principal course study: Non-English language course  
Enrolling, or enrolled, in principal course study: FLICOS  
Enrolling, or enrolled, in principal course study: Schools  
Enrolling, or enrolled, in principal course study: Post-graduate research  
Student is a: Foreign Affairs student  
Student is a: Defence student  
Student is a: Secondary exchange student  
Completed (within the past 2 years) in Australia in English: Requirements for senior secondary certificate of education  
Completed (within the past 2 years) in Australia in English: Substantial component of AQF level 4 or higher on a student visa  
Minimum 5 years of study in English in: Australia  
Minimum 5 years of study in English in: Canada  
Minimum 5 years of study in English in: New Zealand  
Minimum 5 years of study in English in: South Africa  
Minimum 5 years of study in English in: Republic of Ireland  
Minimum 5 years of study in English in: United Kingdom  
Minimum 5 years of study in English in: United States of America

Is the student exempt from providing evidence of English language proficiency?  No  Yes

Exemption reason: **Enrolling, or enrolled, in principal course study: Schools**

Answering 'Yes' to this question **completes** the recording of English Language in PRISMS

## Question 2 – Has the student undertaken an English Test ?

Is the student exempt from providing evidence of English language proficiency?  No  Yes


Has the student undertaken an English test?

English Test Type undertaken to meet Migration English requirements:

- ~~Test of English as a Foreign Language internet based test (TOEFL iBT)~~
- International English Language Testing System (IELTS)**
- C1 Advanced (formerly Cambridge English: Advanced (CAE))
- Pearson Test of English (PTE) Academic
- Occupational English Test (OET)

English Test Type undertaken to meet Migration English requirements: International English Language Testing System (IELTS) ▼

Overall Band Score: 6.5 ▼

Test date: 02/12/2019 

Note: The drop down list of scores is dependant on which **English Test type** is selected.

Answering the '**English test type**', '**Test score**' and '**Test Date**' completes the recording of English Language in PRISMS

- Question 3 relates to **‘other means of testing’** conducted by a provider
- Question 3 The institution used, or will use, other means of testing to ensure the student has, or will have, met the English language requirements for the course.

Is the student exempt from providing evidence of English language proficiency?  No  Yes

Has the student undertaken an English test?  No  Yes

The institution used, or will use, other means of testing to ensure the student has, or will have, met the English language requirements for the course:

No  Yes

Other form of testing:

- Interview
- GCE A-levels
- GCE O-levels
- International Baccalaureate
- English test
- Pathway with ELICOS
- Pathway without ELICOS
- Continuing student
- Medium of Instruction
- Language of Instruction
- Other

This is a dropdown list of the most common answers for “Other” – pre-1 October 2019

Is the student exempt from providing evidence of English language proficiency?  No  Yes

Has the student undertaken an English test?  No  Yes

The institution used, or will use, other means of testing to ensure the student has, or will have, met the English language requirements for the course:

No  Yes

Other form of testing: English test

Other form of testing comments:

English tests included in this box must not be one of the five English tests identified in Question 2

# Defining 'Other' and when to use

## 1. Interview

- The provider has or will interview the student to determine level of English proficiency

## 2. GCE A-Levels

- The A Level (Advanced Level) is a subject-based qualification conferred as part of the General Certificate Of Education (GCE), as well as a school leaving qualification offered by the educational bodies in the United Kingdom and the educational authorities of British Crown dependencies to students completing secondary or pre-university education. Use this when a student has completed their GCE A-Level in English

## 3. GCE O-Levels

- The General Certificate of Education (GCE) Ordinary Level was a subject-based academic qualification. An O-Level branded qualification is still awarded by Cambridge International Examinations. Use this when a student has completed their GCE O-Level in English

## 4. International Baccalaureate

- The International Baccalaureate is an international educational foundation offering four programmes. Use this when the student has completed one of the courses in English.

## 5. English Test

- This should only be used when the student undertakes another English test that is **not** one of the following five tests – i.e. IELTS, TOEFL, C1, Pearson or OET.

## 6. Pathway with ELICOS

- This should only be used when the provider is creating multiple CoEs and the pathway includes an ELICOS course.

## 7. Pathway without ELICOS

- This should only be used when the provider is creating multiple CoEs and the pathway does not include an ELICOS course.

## 8. Continuing student

- This should be used when you create an extension CoE or new CoE for a continuing student.

# Defining 'Other' and when to use

## 9. Medium of Instruction

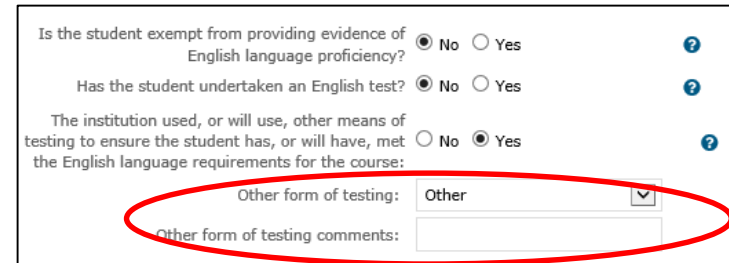
- The medium of instruction is the language used by the teacher to teach. Teaching the language, or educational content, through the target language (English) increases the amount of exposure the learner gets to it, and the opportunities they have to communicate in it, and therefore to develop their control of it. Providers may use this when a student has previously been taught in English.

## 10. Language of Instruction

- The language of instruction is the language used by the teacher to teach (i.e. English). Medium and Language of Instruction could be used interchangeably. Providers may use this when a student has previously been taught in English.

## 11. Other

- A provider is also able to use the 'Other' category and enter a comment if the dropdown does not contain a suitable category.



Is the student exempt from providing evidence of English language proficiency?  No  Yes ?

Has the student undertaken an English test?  No  Yes ?

The institution used, or will use, other means of testing to ensure the student has, or will have, met the English language requirements for the course:  No  Yes ?


Other form of testing: Other

Other form of testing comments:


# Agents




# Pre 1 October 2019

- Providers were required to manage their Agency's contact list with organisations they had an agreement with.
  - It was **optional** for providers to enter into PRISMS information about an education agent's involvement in an enrolment.
- 

# Whats new ?

- The ESOS Regulations 2019 has formalised the capturing of information regarding agents.
  - Additional fields have been legislated – ie. ABN/ACN number(s) and the concept of agency and/or state/locality director
- 

# Manage Agency workflow

- Designed to capture additional information required by the ESOS Regulations 2019:
  - Agency – Top level
  - State/Locality – Middle level
  - Agents – Lower levels
- 

# Agency view

## Provider Agency List

Provider Agencies Agency Detail

**Agency Details**  
Agency Name:  
Website:

**Agency Director**  
First Name:   
Family Name:   
Email Address:   
Phone Number:

Select an item from the list below to view / edit details:

Country	State/Locality	ABN	ACN
Malaysia	Selangor		

Page 1 of 1: 1

[Search](#) | [Full List](#) [Export to Excel](#) [Edit Agency Help](#)

- Input of Agency director is required.
- This agency has a location in **Malaysia**
- Clicking on this line will take you to **State/Locality view**

# State/Locality Details

## Provider Agency List

Provider Agencies Agency Detail **Agency State/Locality Detail**

[Edit Agency State/Locality Help](#)

**State/Locality Details**

Agency:  
State/Locality: Selangor

ACN:

ABN:

**State/Locality Director**

First Name:

Family Name:

Email:

Phone:

**Offices in Selangor**

Address Line 1 ▼	Address Line 2	Suburb	State	Country	Postcode
.		Selangor	Selangor	Malaysia	47500

[Export to Excel](#)

Page 1 of 1 (from 1 row): 1

- ACN/ABN required (if any)
- Input of State/Locality director is required.
- This agency has an office in **Selangor, Malaysia**
- Clicking on this line will take you to **Agents list for that office**

# Agents List

- Agents details are shown here.
- This agent details have been removed for privacy reasons.

## Provider Agency List

Provider Agencies	Agency Detail	Agency State/Locality Detail	Agent List		
Agents at		Selangor			
Given Name▼	Other Name	Family Name	BusinessPhone	Email Address	MARA Agent Id
Page 1 of 1 (from 1 row): 1					

# Agent Detail

## Provider Agency List

Provider Agencies Agency Detail Agency State/Locality Detail Agent List Agent Detail

### Provider Entered Business

Name:

Agency Name:

Business Country: Malaysia

Business State: Selangor

### Agent

MARA Agent Id:

First Name:

Family Name:

\* Email Address:

\* Business Phone/Mobile:

### Business Address

Line 1:

Line 2:

Suburb: Selangor

Country: Malaysia

State: Selangor

Post Code: 47500

### Postal Address

Line 1:

Line 2:

Suburb: Selangor

Country: Malaysia

State:

Post Code: 47500

- A provider can only edit the email address and Business phone/mobile number
- The rest of the information is locked
- This is the same screen if you wish to **Manage an agent**.

Save



# Tuition Fees




# Tuition Fees defined

- **Tuition fees (as defined under section 7 of the ESOS Act):**
  - a) means fees a provider receives directly or indirectly from:
    - An overseas student or intending overseas student; or
    - Another person who pays the fees on behalf of an overseas or intending overseas student;
  - That are directly related to the provision of a course that the provider is providing, offering to provide, to the student; **AND**



# Tuition Fees defined

- **Tuition fees:**
    - b) without limiting paragraph (a), includes any classes of fees **prescribed in the Regulations** for the purposes of this paragraph; and
    - c) without limiting paragraph (a), excludes any classes of fees **prescribed in the Regulations** for the purposes of this paragraph.
    - Despite this written in the Act, previous versions of the ESOS Regulations failed to clearly define what fees were included or not.....**UNTIL now**
- 

# What fees are included


- Lectures
- Tutorials
- Tutoring sessions
- Training
- Excursions
- Fieldwork
- Laboratories
- Practical experience

Any of these which form part of a course that the provider is providing, or offering to provide, to the student (whether or not they are mandatory part of the course); or

Are intended to assist the student progress in such a course.





# What fees are excluded

- Books or Equipment sold to the student
  - Health insurance
  - Administration
  - Accommodation
    - Other than accommodation that the student occupies for a short time while undertaking training, excursions, fieldwork or practical experience – this is considered tuition fees)
  - Assist the student to apply for or hold a student visa
- 

# Initial pre-paid tuition and non tuition fees: CoE creation

Enrolment Details | Student Details | Student Contacts | Agent Details

CoE Status:  
Student:  
Provider:  
Trading Name:  
Course: Bachelor of Business [092944A]  
[Change the Course for this CoE...](#)  
Course Level: Bachelor Degree  
Course Location: [Change Location](#)

Proposed Course Start Date: 14/11/2019   
Proposed Course End Date: 14/11/2023 

**Initial Pre-Paid Tuition Fee: 5,600 (\$AU)**  
**Other Pre-Paid Non Tuition Fee: 1,000 (\$AU)**  
**Total Tuition Fee: 70,000 (\$AU)**

**Course Summary**  
Duration in Weeks: 156  
Estimated Total Cost: 70,800 (\$AU)

↓

Initial Pre-Paid Tuition Fee:	5,600	(\$AU)
Other Pre-Paid Non Tuition Fee:	1,000	(\$AU)
Total Tuition Fee:	70,000	(\$AU)

# Adding tuition fee payments received from a student once studying has commenced

Enrolment Details Student Details **Payment Details** Course Variation/Defaults CoE Event History Student Contacts Agent Details

The following shows a summary of Payments linked to the CoE.  
Click the 'Add Payment' button to record a new payment.  
To delete an existing payment, use the check box to select the record(s) and click the 'Delete Payment' button.

[Payment Details Help](#)

[Search](#) | [Full List](#)

Delete(ed)	Tuition Fee Amount	Payment Type	Tuition Period From Date	Tuition Period To Date	Date Received From Student	User	Date Recorded
	\$12,848.00	Initial pre-paid fee	25/02/2019	24/01/2020	25/01/2019		25/01/2019

Page 1 of 1: 1

**Add Payment** Delete Payment

### Add Payment

Tuition Fee Amount:  (\$AU)

Tuition Period From Date:

Tuition Period To Date:

Date Received From Student:

**Save** Cancel

# Student Course Variation (SCV)

Termination of studies – termination date

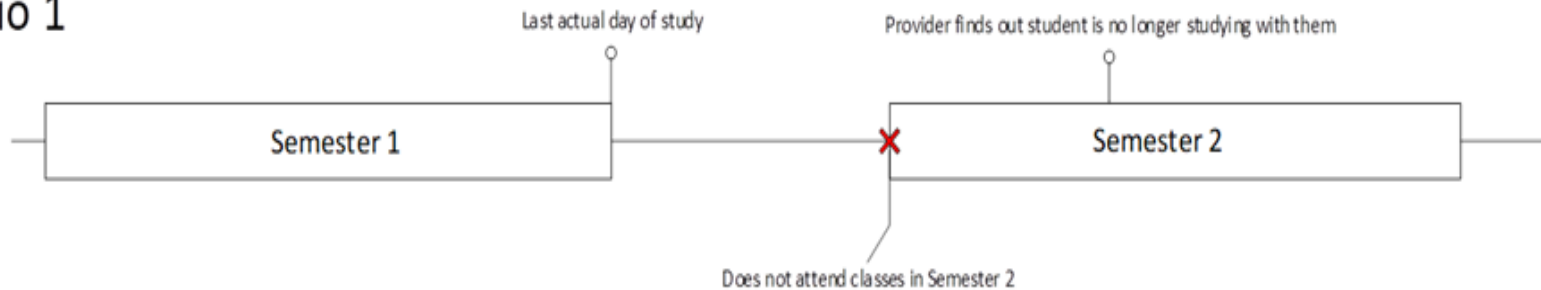


# What is a reason for termination?

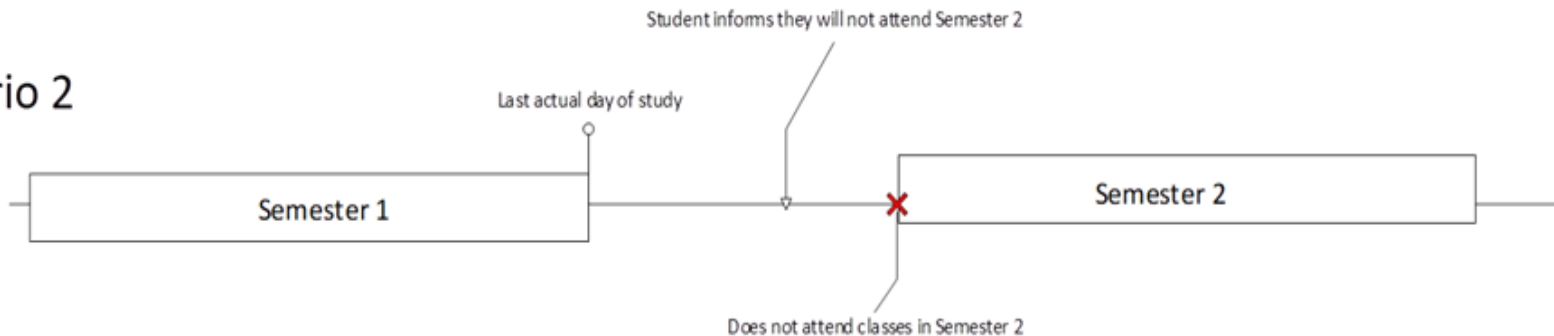
INITIAL SCV REASON	SCV REASON DETAIL	SCV SUB LEVEL DATA
<b>Termination of student's study prior to completing the course (ie prior to the CoE end date) (19(1)(d))</b>	<b>Student completed course early</b> Required to enter student's last actual day of study.	<b>Non-payment of fees</b> → Require internal appeals process to be completed prior to report.
	<b>Student left provider – transferred to course at another provider</b> May request entry of student's last actual day of study.	<b>Disciplinary reasons</b> → Requires internal appeals process to be completed prior to report.
	<b>Student notifies cessation of studies</b> May request entry of student's last actual day of study.	<b>Student has died</b>
	<b>Provider decision to cease student enrolment</b> Selection of this option required completion of next level of data and may request entry of student's last actual day of study.	→ <b>No longer holding student visa</b> → <b>Provider unable to deliver course</b>

# Termination scenarios – Where is the termination ?

Scenario 1

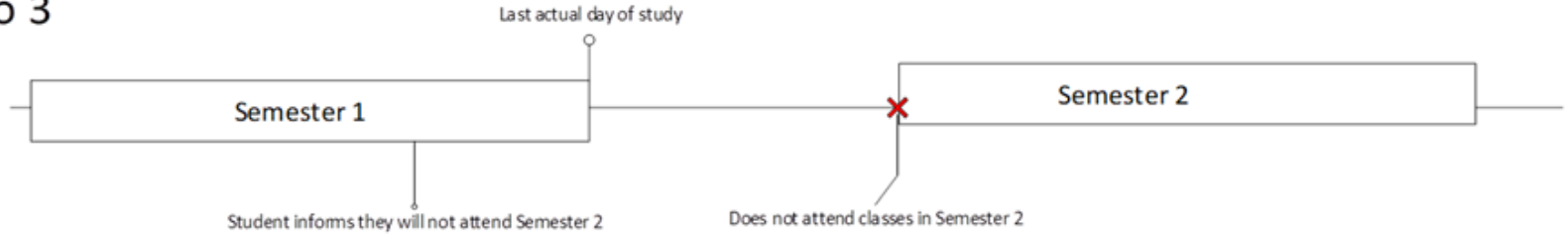


Scenario 2



# Termination scenarios – Where is the termination ?

## Scenario 3



# Requirement to Report Two Dates

Providers are now required to enter in PRISMS:

- The student's last day of actual study;
- and
- The date the student's studies are terminated

**Note** – Both these dates will not be the same day.




# Termination Date

- Generally the **termination date** is considered the next “study” day (i.e. the next time the student was supposed to be in class) after that student’s last day of study.
- If the student’s last day of study falls on the last day of semester, the “termination date” is the first day of the next semester.



# Termination date – Appeals process

- Where the provider undertakes an appeals process for non-payment of fees or disciplinary action:
  - If the outcome of the appeals process finds in favour of the provider, **the date the student's studies are terminated** is the day after the completion of the internal appeals process.
  - However, if the student ceases to attend classes before the appeal concludes – the first day the student was supposed to be in class, but was not becomes the Termination date.
- 

# Applicable number of days

- If the accepted student is less than 18 years old and the information relates to **non-commencement or termination of studies** – **14 days**
- Otherwise – **31 Days**



# Updating Student Contact Details

- **CoE Creation – Student Contact tab**
- **Change of details**
- **Reporting breach of visa condition**
- **Under 18s**
- **School Sector**

# CoE Creation – Student contacts

## View/Edit CoE Adding new CoE to

You are creating a new Confirmation-of-Enrolment (CoE). Both the Student Summary and the Enrolment Details must be completed before you are permitted to create the CoE.

Enrolment Details Student Details Student Contacts Agent Details

Please provide student's contact information. If student doesn't have contact information in Australia, please provide his/her overseas contact information. Then click 'Save' button to save the student contact information Student Contacts Help

*Under the ESOS Regulations 2019, providers are now required to record in PRISMS the residential address, phone number and email address for students who become accepted. Where providers become aware that any of these details have changed, they are required to update these details in PRISMS.*

Does the student have an Australian address?  Yes  No

**Student's Australian Contact Details**

Email Address:  \*  
Mobile:   
Phone:

**Residential Address**

Line 1:  \*  
Line 2:   
Line 3:   
Line 4:   
Suburb/City:  \*  
State:  \*  
Post Code:  \*  
Country: Australia

I have verified that the information I have provided is current and correct to the best of my knowledge.

**Student's Overseas Contact Details**

Email Address:   
Mobile:   
Phone:

**Residential Address**

Line 1:   
Line 2:   
Line 3:   
Line 4:   
Suburb/City/State:   
Post Code:   
Country:

The answer to this question determines which set of questions are required to be completed

You must correct the following errors:

- Student Contacts - provide email address in Australian contact details
- Student Contacts - provide Australian residential address in Australian contact details
- Student Contacts - provide Australian suburb/city name in Australian contact details
- Student Contacts - provide Australian State/Territory details in Australian Contact Details
- Student Contacts - provide Australian post code in Australian Contact Details
- Student Contacts - provide student's Australian mobile number and/or Australian phone number in Australian contact details
- Student Contacts - Please tick that you have verified the information that you have provided is current and correct to the best of your knowledge.

You must input required information to satisfy the validations. You will not be able to approve the CoE without providing this information.

Save and Next Save and Exit Cancel CoE

# Change of Details

- The provider becomes aware that any of the details mentioned in Section 9(a) and 9(f) of the ESOS Regulations 2019 in relation to the student have changed:
  - 9(a) relates to the student’s residential address, phone number and email address.
  - 9 (f) relates to a student less than 18 years old – their contacts as above and/or parent/guardian information
- Provider has **31 days** to update this information in PRISMS

# Address requirements for reporting students for breach of visa conditions

- Providers are required to enter an Australian address and an overseas address when reporting a student for **unsatisfactory course progress or attendance.**
- If a provider is unable to get both addresses, they must tick a declaration as part of the process.

# Address requirements for reporting students for breach of visa conditions

Variation Details Appeals Process Other Details **Student Contact Details**

**Australian Contact Details**

\* Email Address:

\* Mobile:

Phone:

**Australian Residential Address**

\* Line 1:

Line 2:

Line 3:

Line 4:

\* Suburb/City:

\* State:

Country: Australia

\* Post Code:

I have verified that the information I have provided is current and correct to the best of my knowledge.

I have been unable to obtain any or all of the required contact and address information.

**Overseas Contact Details**

\* Email Address:

\* Mobile:

Phone:

**Overseas Residential Address**

\* Line 1:

Line 2:

Line 3:

Line 4:

\* Suburb/City/State:

\* Country:

\* Post Code:

- The tick box will automatically adjust depending on whether none or some of the required information is entered.

# Other Student Course Variations



# Other Student Course Variations

<b>Non-compliance with student visa conditions 19(2)</b>	<b>Unsatisfactory attendance</b> This option is not available for (a) providers of Higher Education courses; or (b) providers of VET courses who have not been required by their ESOS Agency to monitor attendance. Requires both internal AND external appeals processing to be completed prior to reporting. Required to enter student's last actual day of study and comments.	
	<b>Unsatisfactory course progress</b> Requires both internal AND external appeals processing to be completed prior to reporting. Required to enter student's last actual day of study and comments.	
<b>Non-commencement of studies 19(1)(c)</b>	Select when the student has not – or will not – undertake any period of study with you in this enrolment. No additional information required to be entered.	
<b>Deferring/suspending student enrolment 19(1)(f)</b>	<b>Compassionate or compelling circumstances</b> Requires completion of next level of data.	<b>Will Course End Date be affected?</b> No – results in no change to CoE status Yes – also enter ' <b>Last day of actual study</b> '; will cancel this CoE and provide option to create a new replacement CoE
	<b>Student misbehaviour</b> Requires internal appeals processing to be completed prior to reporting. Requires completion of next level of data.	<b>Will the student be in Australia over this period?</b> Yes, No or Unknown
		<b>Deferral/Suspension From and Deferral/Suspension To</b> dates required
		<i><b>Note: 'Returned Early Date' to be updated in later processing, if the student returns to study before Deferral/Suspension To date</b></i>

# Other Student Course Variations


<p><b>Student requests change to existing enrolment 19(1)(e)</b></p>	<p>System takes provider through the cancellation of the original CoE where appropriate, and the optional creation of the replacement (new) CoE. The system then compares the original CoE data with the new CoE data and, based on the data that has been updated, determines if the replacement CoE is:</p>	<p><b>Reason for Extension</b></p>
	<p><b>Extension to same course</b> System will request the reason for the extension. The status of the CoE remains 'studying' until Course End Date on the original CoE has passed.</p> <p><b>Change to a course in a different sector</b> <b>Change to a course in the same sector, gap created either at start or end of the course OR the study period of the new CoE is shorter than the original CoE.</b></p> <p><b>Change to a course in the same sector, no gap, but longer study duration.</b></p> <p><b>Not an extension and not one of the above situations.</b></p>	<p>Compassionate or Compelling circumstances</p> <p style="text-align: center;">OR</p> <p>Implemented intervention strategy</p>

# Deferment/Suspending Enrolment


- A provider may enable a student to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.
- If the provider grants the deferral on the grounds of compassionate or compelling circumstances (for example, illness where a medical certificate states that the student is unable to attend classes) the provider must have in place documented procedures for assessing, approving and recording a deferment of the commencement of study or suspension of study for the student, including keeping documentary evidence on the student's file of the assessment of the application.



# Deferring/Suspending Enrolment

- Providers must inform the student that deferment, suspension or cancellation of enrolment may affect his or her student visa.
  - If the deferment period will affect the end date of the CoE, the provider would create a variation of deferring/suspending student enrolment, selecting 'yes' if the end date is affected.
  - Please note that deferred to : end date should not more than the current CoE proposed course end date.
  - Complete the variation and Click Save button. The system will cancel the previous CoE and you would need to create a new CoE with more appropriate end date.
- 


# Change of details to CoE

- The function to **create and approve** a CoE is only available to users with access levels of **CoE Administrator**.
  - Users with CoE Create and CoE Agent access can only create the CoE and submit these for approval by CoE Administrator access users.
  - Where a CoE is at a status of 'Approved', it is possible for PRISMS users with CoE Administrator access to modify the existing COE or student details.
  - This is actioned through the Student Course Variation (SCV) process and will automatically cancel the original COE and create a new, replacement COE with the amended information.
  - Only users who have CoE Administrator access can cancel an approved CoE.
  - Only CoEs with a status of **Pending or Saved** can be cancelled **without** using a student course variation.
- 

# Change of details to CoE

- On the **proposed course start date** field on the new CoE, enter the new date.

Proposed Course Start date	Enter date (This should be the date that the student anticipate to return to commence the course)
Proposed Course End date	Enter date ( new date on Proposed course end date)
Initial Pre-Paid tuition Fee	Enter zero (if there is no initial prepaid tuition fee)
Other Pre-paid Non tuition fee	Enter zero (if there is no prepaid non tuition fee)
Total tuition Fee	Enter amount (tuition fee that is remaining to be paid to provider).

- Enter the reason in the comments field. Then click Save and Next.
  - Complete each tab and Approve the variation Coe. The system will generate a new coE code.
- 

# Reporting Quick Reference Guide

Australian Government  
Department of Education

PRISM

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- Additional Information
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- Provider User Guide
- Reporting Quick Reference Guide**
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- Feedback
- TPS Annual Levy Declaration

**Home**

Welcome to the Provider Registration and International Student Management System (PRISMS). Please select a menu option from the left of this page. You can return to this page at any time by choosing [Home](#) from the menu.

Current organisation: 1  
Logged on as: **BANKS, Robert** (rob.banks@ edu.au)

News Items...

Alerts (0) Outstanding CoEs (13) Welfare Arrangements (1) Defaulting CoEs (1119)


No alerts to display.

# **Standard 7**

## **Concurrent and short/holiday courses**

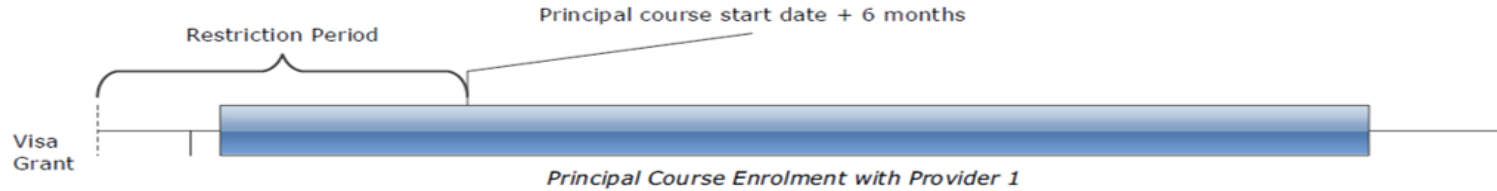


# Principal course of study

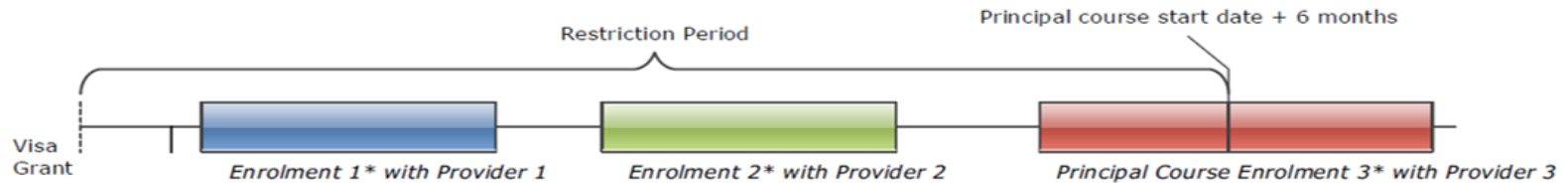
- The **principal course of study** is first determined at visa grant for a student. Where the visa grant is for one enrolment, then that enrolment becomes the principal course of study.
  - Otherwise, if the visa is granted for a package of more than one enrolment, the principal course of study is the highest AQF qualification. If there is more than one enrolment at the highest AQF level, then the principal course of study is the enrolment with the earliest proposed start date.
  - The student's principal course of study can be changed after visa grant. **This can only be done by recording the change through a Student Course Variation (SCV)**; the new CoE created as part of the SCV will become the new principal course of study.
- 

# What is the principal course and the restriction period?

## *Scenario 1 – Provider has one enrolment*



## *Scenario 2 – Provider has multiple enrolments*



# Standard 7 Warning Page

Provider approves CoE

Raise a 'release required' flag against the CoE to indicate which CoEs the student needs a release from.

This flag will allow us to identify the saved CoEs that are awaiting release and put some information when viewing a CoE (and in future, put into the queue).

When the required releases have been obtained, then set a 'release obtained' flag/s.

A Web Page  
http://

## Potential Standard 7 breach

Student: <Student name>  
Proposed Course Start Date: <dd/mm/yyyy>  
Proposed Course End Date: <dd/mm/yyyy>  
Date of birth: <dd/mm/yyyy>

Registered providers must not knowingly enrol an overseas student seeking to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course (or for the school sector, until after the first six months of the first registered school sector course), except where any of the following apply:

- the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
- the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
- any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change

This student has not got the required releases in PRISMS from the following:

- Enrollment from 12 January 2018 to 31 March 2018
- Enrollment from April 2018 to 3 May 2018 (release obtained)
- Enrollment from May 2018 to 3 June 2018 (provider cancelled)
- Enrollment from July 2018 to 20 December 2020 (government sponsor supports transfer)

Please 'Save the exit' and approve the CoE once the student has obtained.

⚠ Otherwise, by continuing to approve this student's CoE, you may be breaching Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Please indicate the nature of this enrolment

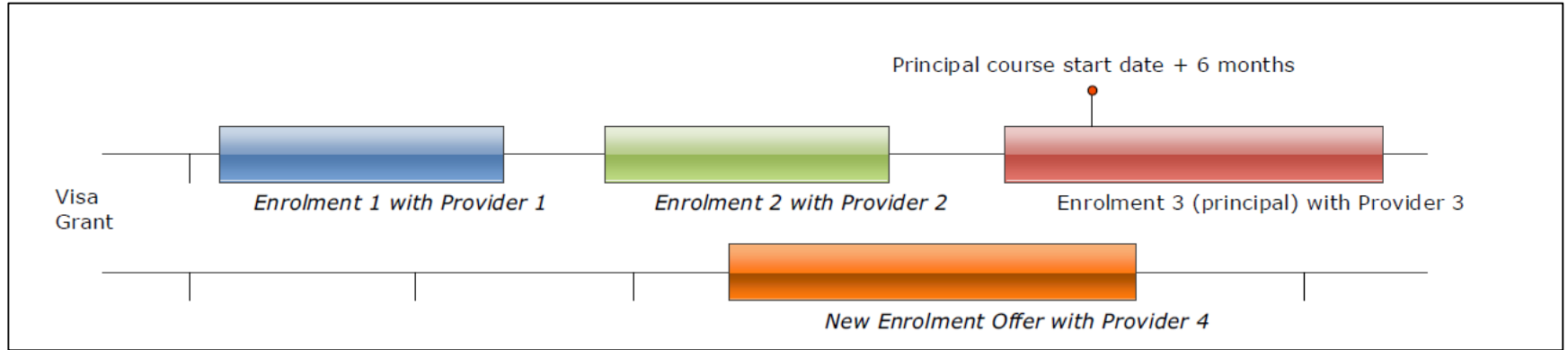
This is a concurrent course. The student will study this course at the same time as the above courses, and this course will not interfere with any of those courses

This is a short / holiday period course. This course will be studied during the holiday periods of the above courses

Cancel will make CoE inactive

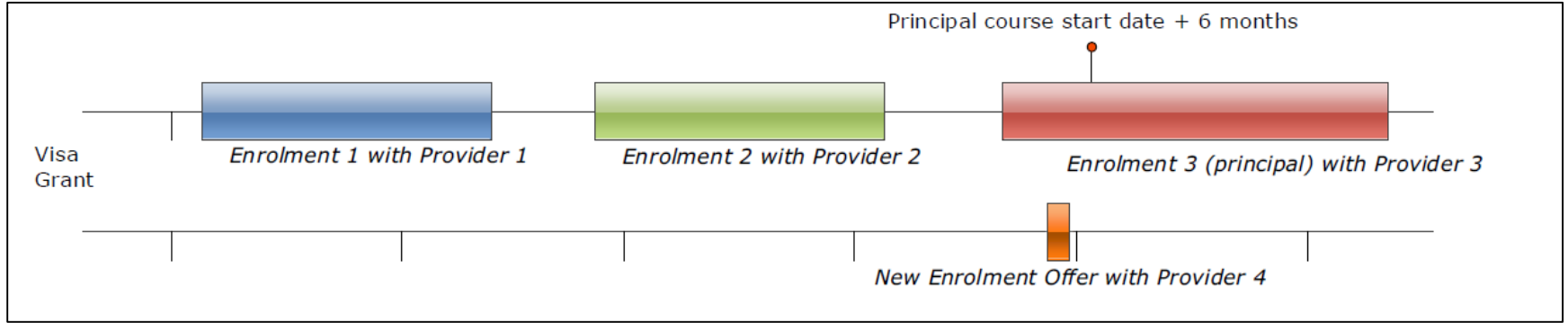
Cancel Save and Exit Approve

# Concurrent Enrolments



- Providers can also indicate when they trigger the **Standard 7 Warning** that an enrolment that clashes with transfer restricted enrolments is not a transfer, but will be studied concurrently with those enrolments. **Releases will not be required** in these scenarios.
- The Department is currently review a number of cases where a provider has indicated that 'concurrent' study exists however, only one active CoE exists at the same time.
- These cases where the provider has been deemed to be entering incorrect/misleading information will be directed to the appropriate regulator.

# Short/Holiday course



- Where a short/holiday course does clash with transfer restricted enrolments within a student's restriction period, triggering the Standard 7 Warning, the provider can indicate that the course is being undertaken during the holiday period/s of the transfer restricted enrolments.
- Releases will **not** be required in these scenarios.

# Manage Student Transfers Guide

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**Department of Education**

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Current organisation:  
Logged on as: **BANKS, Robert** (rob.banks@ .edu.au)

[News Items...](#)

Alerts (0) [Outstanding CoEs \(13\)](#) [Welfare Arrangements \(1\)](#) [Defaulting CoEs \(1119\)](#)

No alerts to display.

[Select All](#) [Deselect All](#) [Mark as Read](#)

# Questions

For PRISMS related questions

- Email: [prisms@education.gov.au](mailto:prisms@education.gov.au)

For ESOS Policy related questions

- Email: [ESOS-PolicyTeam@education.gov.au](mailto:ESOS-PolicyTeam@education.gov.au)

