

Understanding PRISMS reporting

Acknowledgement of Country

In the spirit of reconciliation, IEP Advisory acknowledges the Traditional Custodians of countries throughout Australia and their connections to land, sea and community.

We pay our respect to their Elders' past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

Workshop Outline

- What is PRISMS?
- Section 19 – ESOS Act
- Section 21 – ESOS Act
- ESOS Regulations 2019
- The CoE Lifecycle & CoE Statuses
- PRISMS Resources
- SCV's – Student Course Variations
- Reports
- Data exports
- Q&A

Provider Registration and International Student Management System (PRISMS)

The Provider Registration and International Student Management System (PRISMS) is a secure database for the purpose of administering the ESOS Act. It provides a means for providers to comply with legislative requirements by:

- Issuing bona-fide confirmation of enrolments (CoE) as 'evidence of enrolment'
- Reporting changes in course enrolment, particularly where study ceases or the duration of the study changes
- PRISMS also facilitates the monitoring of student compliance with visa conditions, as well as compliance with the ESOS Act

Section 19 – ESOS Act

Section 19 - Giving information about accepted students

- (1) A registered provider must give the following information within the applicable number of days after the event specified below occurs:
- (a) the name and any other prescribed details of each person who becomes an accepted student of that provider;
 - (b) for each person who becomes an accepted student—the name, starting day and expected duration of the course for which the student is accepted;
 - (c) the prescribed information about an accepted student who does not begin his or her course when expected;
 - (d) any termination of an accepted student’s studies (whether as a result of action by the student or the provider or otherwise) before the student’s course is completed;
 - (e) any change in the identity or duration of an accepted student’s course;
 - (f) any other prescribed matter relating to accepted students.

Section 19 – ESOS Act

What is the applicable number of days?

(1A) The ***applicable number of days*** is:

- (a) if the accepted student is less than 18 years old and the information is of a kind referred to in paragraph (1)(c) or (d)—14 days; or
- (b) otherwise—31 days.

(2) A registered provider must give particulars of any breach by an accepted student of a prescribed condition of a student visa as soon as practicable after the breach occurs.

(2A) A registered provider must give particulars of a breach by a student under subsection (2) even if the student has ceased to be an accepted student of the provider.

Section 21 – ESOS Act

What does Section 21 describe?

21 Record keeping

Records of students' details

(1) A registered provider must keep records of each accepted student who is enrolled with the provider or who has paid any tuition fees for a course provided by the provider.

(2) The records must consist of the following details for each accepted student:

- (a) the student's current residential address;
- (b) the student's mobile phone number (if any);
- (c) the student's email address (if any);
- (d) any other details prescribed by the regulations.

(2A) A registered provider must have a procedure to ensure that, at least every 6 months, while the student remains an accepted student of the provider:

- (a) the provider confirms, in writing, the details referred to in subsection (2) with the student;
- and
- (b) the records are updated accordingly.

ESOS Regulations 2019

The [Education Services for Overseas Student \(ESOS\) Regulations 2019](#) support the implementation of the ESOS Act by setting out:

- information that must be entered on the register about the provider and each course by location
- student details that providers must include on the Provider Registration and International Student Management System (PRISMS)
- information about students that providers must give relating to student visa conditions
- penalties and infringement notices
- student records that a provider must keep.

The CoE Lifecycle



CoE Statuses

Saved – An incomplete CoE may be **Saved** in a draft form. It can be reopened at any time to complete the details and be re-saved. You may cancel a **Saved** CoE at any time. When the CoE details have been finalised, it can be submitted for approval.

Pending – This is a CoE that has been submitted for approval. It is placed in a queue pending approval by a user with CoE Administrator access. You may cancel a CoE with **Pending** status at any time.

Approved – This is a CoE that has been approved by a CoE Administrator at your organisation. The approval process also sends the information to Home Affairs for visa grants decisions.

Visa Granted – An offshore CoE of **Approved** status, with a visa granted against it by Home Affairs, has the status changed to **Visa Granted**.

CoE Statuses

Studying – For an Offshore CoE, the status changes from **Visa Granted** to **Studying** when the course start date on the CoE has passed and the course end date has not passed.

For an Onshore CoE, the status changes from **Approved** to **Studying** when the course start date on the CoE has passed and the course end date has not passed.

All variations or updates to a CoE with Studying status can only be made by the **Student Course Variation** function.

Finished – A CoE status changes to **Finished** after the course end date on the CoE has passed, or when you complete a **Student Course Variation** to report that the student has finished their course.

Cancelled – Only a CoE Administrator can cancel an **Approved** CoE. There are several reasons why the CoE can be **Cancelled**.

If the student visa is cancelled, then the CoE is **cancelled**.

If a course is cancelled or a provider is suspended, then it may result in all the CoE's in that course, or at that provider, being **cancelled**.

CoE Statuses

Inactive – When a **Saved** or **Pending** CoE is cancelled it changes to a status of Inactive which is functionally the same as **Cancelled** status.

Expired – An Offshore CoE is updated to **Expired** if the CoE course start date passes by 180 days and the student has not received a visa grant for the CoE from Home Affairs. If an Expired CoE needs to be changed then contact the PRISMS Help Desk. Onshore CoE's do not expire as it is a requirement that the student was onshore when you created the CoE.

Reported On – This is a historical CoE status which indicates that a SCV has been completed against the CoE prior to 1 July 2007.


PRISMS Resources

Student Course Variations (SCV) Options – Quick Reference Guide

Provider User Guide

Student Course Variation(SCV) Options Quick Reference Guide

INITIAL SCV REASON	SCV REASON DETAIL	SCV SUB LEVEL DATA
Termination of student's study prior to completing the course (ie prior to the CoE end date) 19(1)(d)	Student completed course early Required to enter student's last actual day of study.	Non-payment of fees Require internal appeals process to be completed prior to report.
	Student left provider – transferred to course at another provider May request entry of student's last actual day of study.	Disciplinary reasons Requires internal appeals process to be completed prior to report.
	Student notifies cessation of studies May request entry of student's last actual day of study.	Student has died
	Provider decision to cease student enrolment Selection of this option required completion of next level of data and may request entry of student's last actual day of study.	No longer holding student visa Provider unable to deliver course
Non-compliance with student visa conditions 19(2)	Unsatisfactory attendance 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.	
	Unsatisfactory course progress 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.	
Non-commencement of studies 19(1)(c)	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.	



Australian Government
Department of Education, Skills and Employment

Provider Registration and International Student Management System (PRISMS)

Provider User Guide

Student Course Variations

- Deferment/Suspension – Compassionate or compelling circumstances
- Non-commencement of studies
- Extension CoE created
- Change of CoE/Student Details
- Student Completed Course Early
- Non-payment of fees
- Student Notifies Cessation of Studies
- Student left provider – transferred to course at another provider

Student Course Variations

- Unsatisfactory course progress
- Unsatisfactory attendance
- No longer holding a student visa
- Change to student enrolment

Student Course Variations

- A requirement of the ESOS Act and National Code is that a registered provider must advise DHA via PRISMS of any change to an accepted student's failure to meet visa conditions
- The system will determine the actual SCV to send to DHA based on the information entered by the provider
- Education providers should have documented procedures for the reporting of SCV's to ensure consistency in reporting within the applicable number of days
- Standardised use of comments

Termination of studies prior to completing the course

This reporting option should be used for all occasions where a student will cease studying with their education provider prior to passing the proposed course end date as indicated on the CoE.

Student's last actual day of study - represents the date on which the Provider considers that their educational teaching responsibilities to the student, on that Confirmation of Enrolment, undertaking that particular course of education, ceased.

It may be the date on which the student was last known to be attending class, completing their course requirements, perhaps the date the student completed their last examination or whatever date the provider considered that the student, on this CoE, was no longer an active and participating student in that particular educational program.

Enter any comments that you think may assist both yourself and Home Affairs and that are appropriate to the report.

Termination of studies prior to completing the course

This reporting option should be used for all occasions where a student will cease studying with their education provider prior to passing the proposed course end date as indicated on the CoE.

Student Completed Course Early – CoE must have a status of ‘Studying’, ‘Cancelled’ or ‘Finished’. In the SCV comments field, indicate the date the student completed the course and any other relevant information.

Student left provider – transferred to a course at another provider - CoE can be any status other than ‘Approved’ or ‘Expired’. Use this reason when a student leaves your institution and has commenced studies with another provider. In the SCV comments, include the date the student left, the name of the new provider and other relevant information.

Termination of studies prior to completing the course

Student Notifies Cessation of Studies – CoE must have a ‘Studying’ or ‘Cancelled’ status. Student has advised of their intention to no longer continue with their enrolment.

This notification may be active in that the student has:

- contacted you to advise they will be ceasing their studies, or
- inactively where no information has been received from the student but they fail to return after a holiday break, suspension or deferment. In the SCV comments include the reason for cancellation, the date the enrolment was cancelled and any other relevant information.

Termination of studies prior to completing the course

Provider decision to cease student enrolment prior to course end date:

Non-payment of fees - student has not paid their fees and you have advised the student in writing of your intention to cancel their enrolment and the appeals process has been completed. The CoE status will be set to **Cancelled**.

Disciplinary reasons – terminating enrolment due to misbehaviour or other disciplinary reasons and you have advised the student in writing of your intention to cancel their enrolment and the appeals process has been completed. The CoE status will be set to **Cancelled**.

Student has died – The CoE status will be set to **Cancelled**.

No longer holding a student visa – evidence that the student is no longer the holder of a student visa. The CoE status will be set to **Cancelled**.

Provider unable to deliver course – select this option only when the course remains registered, but you will not be teaching the course to this CoE holder. The CoE status will be set to **Cancelled**.

Non-compliance with visa conditions

Unsatisfactory attendance – only required for ELICOS, Foundation, Schools and VET if it is a condition of registration. Higher education providers are not required to monitor attendance. Providers who monitor attendance must have documented policies and procedures specifying requirements for achieving satisfactory attendance.

Unsatisfactory course progress – CoE must have a ‘Studying’, ‘Cancelled’, ‘Finished’ status. The provider has followed their course progress policy and the appeals process has been completed. Must respond to the appeals processing prompts.

- 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

Non-commencement of studies

- This SCV is used when a student does not or will not commence their course when expected
- CoE must have an 'Approved', 'Studying', 'Visa Granted', 'Cancelled' or 'Finished' status
- In SCV comments indicate if a visa was granted and whether the student arrived in Australia

Deferring/suspending student enrolment

- Only permitted for
 - compassionate or compelling circumstances, or
 - student misbehaviour
 - Providers must have documented procedures for assessing, approving and recording a deferment, suspension or cancellation of study
- CoE status must be 'Visa Granted' or 'Studying'.
- Where the period of deferment or suspension will result in the student being unable to complete the course of study by the end date of the original CoE, the original Coe is cancelled and an option to create a new CoE replacement is provided
- In the SCV comments, provide reasons for the deferment/suspension.

Student requests change to existing enrolment

CoE extension – the student or the provider has identified that the student will not be able to complete their course by the proposed end date indicated on the CoE. Extensions are only permitted for compassionate or compelling circumstances or where a provider has implemented an intervention strategy

Change of course in a different sector – where the student requests a change of course in a different sector. The provider needs to advise the student that they will need to contact DHA as there could be a change to the student's visa requirements

Change to a course in the same sector, gap created either at start or end of course OR the study period of the new CoE is shorter – the gap referred to related to any difference created between the course start and end dates of the new CoE when compared with the course start and end date of the original CoE. The system will automatically identify situations where the student is either just changing some details in regard to their start or end date of their original CoE enrolment, or changing some enrolment details as well as changing to a different course that is in the same sector as the original course

Student requests change to existing enrolment

Change of course in the same sector, no gap, but longer study duration – the system will automatically identify these situations based on the data you enter when both creating the SCV report and the new replacement CoE. The ‘no gap’ referred to here is when, for example, the new, replacement CoE has the same course commencement date as the original CoE, but the course end date of the new, replacement CoE is after that on the original CoE. In this situation, there is no gap – or period not covered when comparing the two CoEs

Exports and Reports

- Reports and Exports allow the users to access the PRISMS data that they can use to meet their own operational and reporting requirements
- Data Exports loads data into an Excel spreadsheet
- The list of available Exports and Reports is displayed in the left-hand menu according to access type
- Commonly used reports:
 - Agents and Agencies Performance Reports
 - ARC Enrolment Statistics/ARC Amount Calculation
 - CoE Statistics by Country
 - CoE Statistics Report
 - SCV Statistics Report
 - TPS Risk Factor Data Report
 - User Statistics Report

Data exports

- **CoE and Student Export** – list of students according to their CoE status.
- **Course and CoE Numbers Export** - check the number of enrolments in individual courses.
- **Course Cost Comparison Export** – identifies discrepancies in possible fee calculation errors between the course cost on the CoE and the registered course fees in CRICOS.
- **Course Duration Comparison Export** – compares CoE duration where course exceeds registered duration.
- **Course Export** – lists courses registered, cancelled and suspended on CRICOS.
- **Course Location Export** – check to ensure all courses are assigned against the correct location/s.
- **Parent or Guardian Contact Details Export** – to ensure contact details for parent or guardian have been entered for individual u18 students.

Data exports

- **Provider Agent List Export** – lists all agents with current written agreements with your organisation. The agents on this list have either been user added (Provider created agent, Migration agent, Overseas education agent) or automatically added when an Agent User or IDP User is granted access to create CoEs for your organisation (PRISMS user agent).
- **Provider and Student Defaults Export** – lists all defaults and confirms if obligations have been met.
- **Standard 7 Releases Export** – lists all students who have been granted release under Standard 7 provisions.
- **Student Contact Details** – confirming a record of all student contact details in PRISMS.
- **Student Course Variation Export** – monitor type and number of course variations and consistency in reporting.
- **Visa Refusal Export.**
- **Welfare Arrangement Details Export** – check on the welfare arrangements in place.

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