

South Australian Government Schools

International Student Program



International Education Services School Registration and Accreditation



Government
of South Australia

Department for Education

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Glossary

CoE	Confirmation of Enrolment
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
DET	Department of Education and Training
EALD	English as an Additional Language or Dialect
ESOS	Education Services for Overseas Students
ISP	International Student Program
LoO	Letter of Offer
PRISMS	Provider Registration and International Student Management System
SAGS	South Australian Government Schools
TPS	Tuition Protection Service

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School Registration and Accreditation

(to enrol international students)

The Education Services for Overseas Students (ESOS) Act 2000 establishes legislative requirements and standards for the quality assurance of education to international students in Australia on a student visa. The Australian government through the Department of Education and Training (DET) administers the ESOS Act and its associated instruments.

SA government schools enrolling international students must be registered with and accredited by International Education Services (IES), Department for Education, to ensure they meet the required standards under the ESOS Act.

Department for Education IES unit is the registered provider for government schools and trades as *South Australian Government Schools - CRICOS Provider Number: 00018A*.

Enrolling International Students

Schools hosting international students acknowledge the valuable cultural and linguistic benefits they bring to the learning program and the whole school community. Daily interactions with international students assist in promoting racial, cultural and religious understanding in our diverse and multicultural society. The Department for Education International Student Program promotes global awareness and citizenship capabilities for students and staff.

Australia offers high quality education services and protects the rights of international students through the Education Services for Overseas Students Act 2000 (ESOS Act). The ESOS Act establishes legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students coming to Australia on a student visa. The legislation aims to protect and enhance Australia's reputation for quality education, to provide tuition protection and support the integrity of the student visa program.

Under ESOS, the Designated State Authority (DSA) plays a role in ESOS related functions for schools. The Education Standards Board (the 'Board') is the South Australian DSA. The DSA makes recommendations to the Australian Government Department of Education and Training (DET) to register education providers on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

Refer to [Overview of Regulatory Responsibilities](#).

As the registered provider and to maintain registration, International Education Services (IES) must comply with the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018). The National Code 2018 is a legislative instrument and sets nationally consistent standards for education providers (and those who deliver education services on behalf of the registered providers) to meet.

In South Australian government schools, full fee paying international students can only be enrolled in accredited schools. This is to ensure schools are aware of, prepared for and fulfil their obligations to international students under the National Code 2018. As the education provider for government schools, IES oversees the accreditation process for SA government schools.

The accreditation process requires schools to attest that they will comply with all requirements of the South Australian Government Schools (SAGS) International Student Program (ISP) and complete an annual report for monitoring purposes. Accredited schools are listed on CRICOS as deliverers of programs for international students enrolled in the SA government schools international student program.

Once accredited, schools retain this status on an ongoing basis unless they choose to withdraw from the program.

To ensure schools have a clear understanding of their responsibilities under the National Code 2018, IES has produced [Roles and Responsibilities under the Code](#).

School Accreditation Framework

<p>Policy & Legislation</p> <p>The ESOS framework governs</p> <ul style="list-style-type: none"> the registration process and obligations of registered education providers the Tuition Protection Service (TPS) enforcement and compliance arrangements <p>For further information on ESOS Act and TPS, go to the DET website.</p> <p>https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx</p>	<p>National Standards</p> <p>The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) sets national consistent standards for the delivery of courses to international students.</p> <p>Education providers must comply with the National Code to maintain their registration.</p> <p>For the high level summary of the standards see <i>Strengthening Australia's Protections for International Students</i></p> <p>https://internationaleducation.gov.au/news</p>	<p>Regulatory Responsibilities</p> <p>Under the ESOS legislation, DET is the ESOS agency for schools. Their regulatory function is devolved to the state designated authority (DSA). In South Australia this is the Education Standards Board (the Board). The role of the Board is to provide regulation of the provision of education and care services in SA, ensuring quality education services and maintaining high standards of competence and conduct by providers.</p> <p>Refer to Overview of Regulatory Responsibilities</p>
<p>Roles and Responsibilities of the National Code</p> <p>The nationally consistent standards set out in the National Code govern the protection of international students and the delivery of courses to those students by registered providers and those who deliver education services on behalf of the registered provider.</p> <p>IES and schools share responsibility for ensuring compliance with the standards.</p> <p>Refer to Roles and Responsibilities under the National Code</p>	<p>Registration and Accreditation for Schools</p> <p>The registration and accreditation process requires schools to attest to complying with all requirements of the SA Government Schools International Student Program as identified in the Registration and Accreditation Agreement.</p> <p>Refer to Enrolling International Students; Registration and Accreditation Agreement</p>	<p>Training and Resources</p> <p>Staff responsible for the International Student Program in schools are required to undertake training provided by IES.</p> <p>Resources to support the management of the international program are available via the school staff portal on the IES website. Schools will have access to the portal once accredited.</p> <p>Program documents: Managing the International Student Program - High Schools; Managing the International Student Program - Primary Schools; Establishing the International Student Program - Regional Schools</p>

Overview of Regulatory Responsibilities

(Australian) Department of Education and Training (DET) ☐ Commonwealth regulator
Administers the Education Services for Overseas Students (ESOS) Act 2000 and its associated instruments.

Education Standards Board ☐ State Authority Regulator
Designated State Authority (DSA)
Audits IES and schools for compliance against the National Code Standards

Department for Education ☐ Registered Provider
Trading as South Australian Government Schools Provider No: 00018A
International Education Services
Accredits and monitors the provision, delivery and standard of services

Responsibilities			
IES Corporate	Agents	Homestay Families	Schools
<ul style="list-style-type: none"> • Marketing and recruitment • Application processing • Program and student management including student welfare and services to students • Financial management • Liaising with the Department of Home Affairs (DHA) • Training and development (agents, homestays, schools) • Accreditation and monitoring of national standards for key stakeholders • Liaising with agents, homestays and schools • Reviewing and identifying quality standards and improvement opportunities 	<ul style="list-style-type: none"> • Student recruitment • Market intelligence • Recommendations of new products • Ongoing student support • Liaising with students / families 	<ul style="list-style-type: none"> • Duty of care and child protection • Quality accommodation • Language development and learning support for students • Cultural experiences 	<ul style="list-style-type: none"> • Duty of care and child protection • Quality learning program meeting Australian curriculum and SACE requirements • Intensive English program where required • Student support services and pastoral care • Student records <ul style="list-style-type: none"> Attendance Academic • Liaising with homestay • Liaising with IES • Ongoing training

Roles and Responsibilities

under the National Code of Practice for Providers of Education and Training to Overseas Students 2018

The National Code for Providers of Education and Training to Overseas Students (National Code 2018) is a legislative instrument made under the Education Services for Overseas Students (ESOS) Act 2000. It sets nationally consistent standards that govern the protection of international students and the delivery of courses to those students by education providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and for those who deliver education services on behalf of registered providers.

Education providers must comply with the National Code 2018 to maintain their registration to provide education services to international students.

The National Code 2018 commences on 1 January 2018 and comprises the following:

Standard	Overview	IES	School
1	<p>Marketing information and practices: This standard makes direct reference to Australian Consumer Law.</p> <p>The registered provider must ensure that the marketing and promotion of its services is not false or misleading, consistent with Australian Consumer Law; and that its CRICOS registered name and provider number is included on printed and online materials.</p>	<ul style="list-style-type: none"> produce quality and accurate marketing materials 	<ul style="list-style-type: none"> show CRICOS provider details on school website & materials
2	<p>Recruitment of an overseas student: The registered provider must recruit responsibly by ensuring students are appropriately qualified for the course for which they seek enrolment, including having the necessary English language proficiency and educational qualifications. Students must have sufficient information to enable them to make informed decisions about studying with their chosen provider in Australia.</p>	<ul style="list-style-type: none"> provide quality course/program materials, fees and associated costs, accommodation options and terms and conditions of enrolment provide the requirements for an application to be assessed for entry into the program 	<ul style="list-style-type: none"> direct any enquiries from overseas families / agents to IES

Standard	Overview	IES	School
3	<p>Formalisation of enrolment and written agreements:</p> <p>The registered provider must formalise the enrolment of students through written agreements. The written agreement protects the rights and sets out the responsibilities of each party, the conditions of enrolment, the services to be provided, fees payable and refund policies.</p>	<ul style="list-style-type: none"> • issue a Letter of Offer; Terms and Conditions; Acceptance of Offer when an applicant is accepted • receive the signed Acceptance of Offer with payment 	
4	<p>Education agents:</p> <p>The registered provider must enter into a written agreement with each education agent it engages to formally represent it and record and maintain the agent's details in PRISMS.</p>	<ul style="list-style-type: none"> • establish and maintain agent agreements • register and monitor education agents • take action with agents who act unethically 	
5	<p>Younger students:</p> <p>Where the registered provider enrolls a student under 18 years of age, it must meet legislative or other regulatory requirements relating to child welfare and protection. Students must be given emergency contact information and information on how to report actual or alleged abuse. Where the registered provider takes responsibility under <i>Migration Regulations</i> for the welfare arrangements for a student under 18 years of age, the provider must ensure the accommodation, support and general welfare arrangements are suitable, appropriately managed and accommodation details kept up to date.</p>	<ul style="list-style-type: none"> • recruit and accredit homestays • provide child protection training • provide an emergency phone service • communicate with and monitor homestays and their accommodation • advise agent/family of accommodation details • advise agent/family of any concerns • negotiate the welfare start date where a student transfers from another provider 	<ul style="list-style-type: none"> • advise students of school support staff/emergency contact • provide students with IES emergency phone number • 'check in/on' with students regularly re wellbeing and accommodation • communicate with homestays • advise IES of any concerns • reconcile student records with IES (Data Integrity Report) <p>Regional Schools: In addition to above, undertake IES dot points 1 & 4</p>

Standard	Overview	IES	School
6	<p>Student support services: The registered provider must assist overseas students to adjust to study and life in Australia and have appropriate orientation programs that help students to access the information and services they require.</p>	<ul style="list-style-type: none"> • provide schools with an orientation program and materials • manage critical incidents • provide information regarding support services 	<ul style="list-style-type: none"> • deliver the orientation program • manage critical incidents in conjunction with IES • provide information regarding support services and personnel
7	<p>Transfer of students: Registered providers must not knowingly enrol a student wishing to transfer from another provider's course prior to the student completing the first six months of his or her first registered school sector course, except in certain circumstances.</p>	<ul style="list-style-type: none"> • confirm with the previous provider where a student requests to transfer within 6 months of their initial course • record student transfers in PRISMS • undertake a background check on incoming (transferring) students 	<ul style="list-style-type: none"> • notify IES of a student's intention to transfer prior to the end of their course
8	<p>Monitoring course progress and attendance: This standard addresses the conditions and compliance of a student visa.</p> <p>The registered provider must monitor a student's attendance and course progress to ensure the student is in a position to complete the course within the expected duration of study.</p>	<ul style="list-style-type: none"> • advise agents of unsatisfactory attendance and course progress • issue an amended LoO for course variations • issue an intention to report where it is determined a student has failed to meet visa and/or program requirements 	<ul style="list-style-type: none"> • monitor and report on unsatisfactory attendance and progress • implement an intervention strategy for students at risk • issue the course variation letter where a variation to the LoO is required. • provide online learning only in addition to class delivery

Standard	Overview	IES	School
9	<p>Deferring, suspending or cancelling the student's enrolment:</p> <p>The registered provider must have and implement a documented process for deferring the commencement or suspension of study. The registered provider may cancel a student's enrolment for (but not limited to) misbehaviour, non-payment of fees.</p>	<ul style="list-style-type: none"> • issue an amended LoO / CoE where required • record deferring students on PRISMS • issue an intention to report where a student fails to meet visa and/or program requirements 	<ul style="list-style-type: none"> • liaise with IES when an enrolled student requests to defer • liaise with IES where there are concerns about a student's health and well-being, behaviour
10	<p>Complaints and appeals:</p> <p>The registered provider must have an internal complaints handling and appeals process and provide comprehensive, free and easily accessible information about the process.</p>	<ul style="list-style-type: none"> • provide and implement a complaints and appeals procedure • provide to students details of the <i>Training Advocate</i> for any unresolved complaint 	<ul style="list-style-type: none"> • provide and implement a grievance procedure • liaise with IES for any unresolved grievance
11	<p>Additional requirements:</p> <p>Seek approval from the ESOS agency and the relevant State authority (Education Standards Board) to register a course and delivery location/s.</p>	<ul style="list-style-type: none"> • provide The Board with course details • register with The Board schools delivering courses and their capacity details 	<ul style="list-style-type: none"> • comply with the Education Standards Board registration requirements • comply with the Australian curriculum requirements • comply with the SACE Board requirements

Approved on: 23.01.18

Approved by Director of International Education Services

