



## INTERNATIONAL STUDENTS POLICY

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| <b>Approving Authority</b> | Academic Board   | <b>Approval Date of Last Revision</b>  |             |
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| <b>Policy Category</b>     | Academic   |  |             |
| <b>Governing Authority</b> |  |  |             |
| <b>Responsible Officer</b> | Head of School   |  |             |
| <b>Related Documents</b>   | Anti-Harassment Policy (and related Procedure)<br>Admissions Policy (and related Procedure)<br>Academic Integrity Policy (and related Procedure)<br>Academic Progress, Enrolment and Graduation Policy<br>Academic Progress Procedure<br>Enrolment and Withdrawal Procedure<br>Conferral and Graduations Procedure<br>Assessment Policy (and related Procedure)<br>Credit and RPL Policy (and related Procedure)<br>Critical Incident Policy (and related Procedure)<br>Equity and Diversity Policy (and related Procedure)<br>Fees and Refunds Policy (and related Procedure)<br>ICT Policy (and related Procedure)<br>Privacy Policy (and related Procedure)<br>Student Code of Conduct<br>Student Misconduct Procedure<br>Statement of Tuition Assurance<br>Higher Education Standards Framework (Threshold Standards) 2015 (TEQSA Act 2011)<br>Education Services for Overseas Students Act 2000 (ESOS Act)<br>National Code of Practice for Providers of Education and Training to Overseas Students 2018 |  |             |

\* Unless otherwise indicated, this Policy will still apply beyond the review date.

### Document Control

| Version # | Date       | Key changes                        |
|-----------|------------|------------------------------------|
| 1.0       | 30/01/2018 | Draft considered by Academic Board |
| 1.1       | 20/02/2018 | Approved by Academic Board         |

## 1. PURPOSE

1.1 The International Students Policy details the specific provisions that apply to international students undertaking an Adelaide Institute of Higher Education (AIHE) course, except where that course is offered by another institution on behalf of AIHE. In such instances, the other institution's policies and procedures will apply.

## 2. SCOPE

2.1 The International Students Policy applies to all prospective and current international students at AIHE in relation to specific provisions that apply to international students. In relation to all other matters (for example enrolment, assessment, student conduct, grievances, complaints and appeals) the provisions of the general AIHE policies and procedures apply to international students.

## 3. LEGISLATIVE CONTEXT

3.1 The *Education Services for Overseas Students Act 2000* (ESOS Act) requires providers of education and training courses to overseas students studying in Australia to be registered and sets out other requirements with which AIHE and its representatives must comply. These include obligations under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code of Practice) that is made under and forms part of the ESOS Act. The ESOS Act applies to students who are studying in Australia on a student visa. AIHE is committed to working in accordance with the ESOS Act 2000 and the National Code.

3.2 The National Code of Practice outlines recommended procedures for Australian higher education providers offering courses to international students in Australia or other countries. The National Code of Practice applies to the provision of services to students studying face-to-face, offshore, by distance education or electronic mode. AIHE is committed to working in accordance with the National Code of Practice.

## 4. POLICY STATEMENT

4.1 AIHE is committed to achieving full compliance with ESOS legislative requirements. To support compliance AIHE will:

- inform international students clearly and in a timely manner their rights and responsibilities arising under ESOS;
- ensure staff are aware of AIHE's ESOS obligations and how this affects their roles and their interactions with international students;
- maintain a suite of policies and procedures that clearly explain the rights and responsibilities of international students in the context of the ESOS compliance framework;
- ensure that courses offered to international students are taught by qualified lecturers in appropriate facilities according to the lecturing and assessment schedule applicable to international students;
- provide appropriate support services to meet the needs of international students;
- ensure that all relevant information related to international students is entered into Provider Registration and International Student Management System (PRISMS) in a timely manner;
- keep the relevant government agencies up-to-date with any notifiable changes; and
- contribute annually to the Tuition Protection Service and meet all its obligations in default situations under the ESOS Act.

The General Manager will undertake the role of the ESOS Compliance Manager and is charged with the primary responsibility for coordinating and overseeing ESOS compliance.

## **5. POLICY PRINCIPLES**

5.1 AIHE will ensure that the marketing of our courses, including through AIHE agents, is accurate and reliable, and is consistent with Australian Consumer Law.

5.2 International students will be appropriately qualified for the course for which they seek enrolment and AIHE will be provided with sufficient information to enable them to make informed decisions about studying with AIHE (refer Admissions Policy).

5.3 AIHE will formalise the enrolment of international students through written agreements with international students. To protect the rights of each party the written agreements will set out the responsibilities of each party and explicitly include the key details listed in the National Code of Practice.

5.4 AIHE will participate fully in the Tuition Protection Service (TPS). Information about the TPS will be included in the written agreement with students, and AIHE will keep up to date student records related to academic progress and contact details.

5.5 AIHE will ensure that our education agents will act ethically, honestly and in the best interests of international students.

5.6 AIHE will assist overseas students to adjust to study and life in Australia and have appropriate orientation programs that help overseas students to access the information and services they require. AIHE will also provide an appropriate level of support services to all international students (refer Equity and Diversity Policy).

5.7 AIHE will not knowingly enrol an international student wishing to transfer from another registered provider's course prior to the student completing six months of their principal course except in exceptional or unforeseen circumstances (refer International Students Procedure).

5.8 International students will be supported to enable them to achieve expected learning outcomes, complete their course within the required duration and fulfil their visa requirements for course progress at no extra cost to the student (refer Academic Progress, Enrolment and Graduations Policy).

5.9 The enrolment of international students, including deferment, suspension, cancellation, or transfer of enrolment, will be properly managed and all necessary information about enrolments will be provided to the relevant government department by maintaining updated information in the Provider Registration and International Student Management System (PRISMS) database (refer Academic Progress, Enrolment and Graduations Policy, Academic Progress Procedure and International Students Procedure).

5.10 International students have the right to natural justice protected through access to professional, timely, cost free and documented complaints handling and appeals processes (refer Student Grievances, Complaints and Appeals Policy).

5.11 AIHE will meet the requirements for CRICOS registration and ensure the ESOS agency for AIHE approves, and has up-to-date information on, specific aspects of AIHE's operations and any registered courses.

## **6. ROLES AND Responsibilities**

6.1 The Academic Board will monitor AIHE's compliance with the specific legislative requirements for international students.

6.2 The Head of School's roles and responsibilities in relation to international students are set out in the relevant academic policies and procedures.

6.3 The General Manager's roles and responsibilities in relation to international students are set out in the relevant academic policies and procedures. In relation to this Policy the General Manager will:

- ensure that intending international students are issued with a Confirmation of Enrolment (CoE), which must accompany their application for a student visa, to confirm the international student's eligibility to enrol in the particular AIHE course;
- arrange for an appropriate orientation program for international students;
- ensure the legislative provisions for the transfer of international students to or from another registered provider's course are abided by.

## **7. DEFINITIONS**

7.1 See the AIHE Glossary of Terms for definitions.