

# INTERNATIONAL STUDENT COMPLIANCE POLICY

## Introduction

The Australian Academy of Commerce (AAC) ensures that international students are supported through processes that are fair, transparent and compliant with the Education Services for Overseas Students (ESOS) Act 2000, the National Code of Practice 2018 and the English Language Intensive Course for Overseas Students (ELICOS) Standards 2018, ensuring their rights and responsibilities are upheld. This policy outlines the obligations of AAC in ensuring international students remain compliant with the conditions of their student visas throughout their studies and safeguarding the integrity of both AAC and its students.

## Purpose

The purpose of this policy is to provide a structured framework that ensures international students at AAC meet their visa conditions, maintain satisfactory academic progress, comply with attendance requirements and access the necessary support services throughout their studies.

## Scope

This policy applies to all international students enrolled at AAC in both VET and ELICOS programs as well as AAC staff involved in their administration, teaching and support.

## Policy Statement

AAC is committed to ensuring international students meet their visa conditions while maintaining academic progress, attendance and welfare. This policy covers the following key areas:

### 1. Admissions Requirements

AAC ensures all prospective students meet entry requirements as per visa conditions and program-specific criteria, in line with AAC's *Student Enrolment and Admissions Policy and Procedure*.

- English language proficiency (IELTS, TOEFL, PTE or equivalent)
- Academic qualifications (e.g. Year 12 or equivalent)
- Genuine Temporary Entrant (GTE) Assessment
- Confirmation of Overseas Health Cover (OSHC)

### 2. Course Progression and Risk Intervention

**Vocational Education and Training (VET):** Students must achieve satisfactory academic progress, defines as successfully completing at least 50% of enrolled units per study period.

**English Language Intensive Courses for Overseas Students (ELICOS):** Attendance and academic progress are monitored in accordance with ELICOS Standards 2018.

**Risk Intervention:** Warning letters and intervention strategies are implemented for students identified at risk. Persistent unsatisfactory progress will result in an Intention to Report notification via PRISMS, following the appeal process in line with AAC's *Course Progression and Risk Intervention Policy and Procedure*.

### **3. Attendance Requirements**

Attendance is monitored and recorded to ensure active participation. Students must maintain a minimum attendance of 80% to meet visa conditions and maintain satisfactory progress. Absence due to illness or compassionate grounds require supporting documentation (e.g. medical certificated). Students failing to meet attendance requirements will receive Warning Letters, followed by an Intention to Report notification if attendance remains unsatisfactory.

For more information refer to the AAC's *VET Student Attendance Policy and Procedure* and AAC's *ELICOS Student Attendance Policy*.

### **4. Overseas Student Health Cover (OSHC)**

All international students must hold valid Overseas Health Cover (OSHC) for the duration of their stay in Australia. AAC will:

- Verify OSHC on admission
- Assist students in renewing their OSHC if needed.

For more information refer to the AAC's *Student Enrolment and Admissions Policy and Procedure*.

### **5. Student Visa Conditions**

AAC ensures students are aware of their visa conditions, including but not limited to:

- Maintaining enrolment in a registered course.
- Adhering to work-hour restrictions of forty-eight (48) hours per fortnight during study periods.
- Notifying AAC of any changes to address within seven (7) days.

These conditions are explained during Orientation to ensure students fully understand their responsibilities under their visa requirements.

### **6. Support Services**

AAC provides comprehensive support services for international students, including

- Orientation programs to familiarise students with their rights and obligations.
- Access to academic, welfare and counselling services.
- Support for adjusting to life and study in Australia, including accommodation and health assistance.

For more information refer to the AAC's *Support for Students Policy and Procedure*.

### **7. Monitoring and Reporting**

AAC is committed to proactive monitoring and reporting in compliance with the ESOS Act and National Code as outlined in AAC's *Reporting International Students (PRISMS) Policy and Procedure*.

- Course Progression and Attendance: Students at risk of failing will be contacted for intervention and support.
- Non-compliance is reported to the Department of Home Affairs (DHA) via PRIMS.
- Students have twenty (20) business days to appeal decisions before reporting.

## 8. Deferral, Suspension and Cancellation of Enrolment

AAC allows deferral, suspension or cancellation of enrolment in specific circumstances, in line with AAC's *Deferment, Suspension or Cancellation Policy and Procedure*.

- Compassionate or compelling reasons (e.g. illness, bereavement)
- Misconduct or failure to meet visa conditions.
- All changes are reported via PRISMS within required timeframes.

## 9. Fees and Refunds

AAC ensures fee transparency and fair refund processes in compliance with AAC's *Fees Management and Refund Policy and Procedure*.

- Refunds are processed based on visa refusals, withdrawal timelines, or provider defaults.
- Financial records are securely maintained and audited regularly.

## 10. Complaints and Appeals

AAC provides a structured complaints and appeals process to resolve disputes fairly, as outlines in AAC's *Complaints and Appeals Policy and Procedure*.

- Students can lodge complaints and appeals regarding academic or non-academic issues.
- Internal processes are followed, with access to external mediation if unresolved.

## Definitions

<b>Appeal</b>	A request to review a decision made by AAC (e.g., assessment outcomes, disciplinary actions).
<b>Compassionate or Compelling Circumstances</b>	<p>Situations beyond the student's control. Compelling or compassionate circumstances may include, but not limited to;</p> <ul style="list-style-type: none"> <li>• Serious illness or injury, where a medical certificate states that the student was unable to attend classes;</li> <li>• Serious illness or death of a family member necessitating a return to the student's home country;</li> <li>• Serious injury;</li> <li>• Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;</li> <li>• A traumatic experience which could include involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists' reports);</li> <li>• Where the registered provider was unable to offer a pre-requisite unit;</li> <li>• Non availability of required subjects in a particular term;</li> <li>• Inability to begin studying on the course commencement date due to not achieving the required entry English language level; or</li> </ul>



	<ul style="list-style-type: none"><li>Inability to begin studying on the course commencement date due to delay in receiving a student visa; or</li></ul> Any behaviour identified as resulting in expelling students for serious breaches of discipline and visa obligations as well as failure to pay tuition fees on time.
<b>Complaint</b>	A formal expression of dissatisfaction about an issue under AAC's control.
<b>ELICOS</b>	English Language Intensive Courses for Overseas Students
<b>Genuine Temporary Entrant (GTE)</b>	A requirement that international students must have a genuine intention to enter Australia temporarily for study purposes only.
<b>International English Language Testing System (IELTS)</b>	A standardised test to measure English language proficiency for non-native speakers. It is widely used for admissions into educational institutions and immigration purposes.
<b>Overseas Student Health Cover (OHSC)</b>	Mandatory health insurance for international students.
<b>Principal Course</b>	The main course of study for which a student visa has been issued.
<b>PRISMS</b>	The Provider Registration and International Student Management System used to issue electronic Confirmations of Enrolment (eCoEs).
<b>Pearson Test English (PTE)</b>	An English language proficiency test designed to assess non-native speakers' skills in reading, writing, listening, and speaking. It is accepted for educational and immigration purposes in various countries, including Australia.
<b>Release</b>	Formal approval provided by the current provider for a student to transfer to another provider before completing six months or their principal course.
<b>Support Services</b>	Resources and assistance provided to students to help them succeed academically and personally, such as counselling, academic support, and referral service.
<b>Test of English as a Foreign Language (TOEFL)</b>	A globally recognised test for measuring English language proficiency, assessing skills in reading, writing, listening, and speaking.

## References

- ELICOS Standards 2018
- ESOS Act 2000
- ESOS National Code 2018

## Related AAC Policies and Procedures

- Assessment Policy (VET and ELICOS)
- Complaints and Appeals Policy and Procedure
- Course Progression and Risk Intervention Policy and Procedure
- Deferment, Suspension or Cancellation of Student Enrolment Policy and Procedure
- ELICOS Assessment Policy and Procedure
- Fees Management and Refund Policy and Procedure

- Reporting International Students (PRISMS) Policy and Procedure
- Student Code of Conduct
- Student Enrolment and Admissions Policy and Procedure
- Support for Students Policy and Procedure
- Student Handbook
- VET Training and Assessment Policy and Procedure

## International Student Compliance Procedure

### 1. Admissions

- AAC verifies all entry requirements during enrolment, including academic qualifications, English proficiency and OSHC.
- A Confirmation of Enrolment (eCoE) is issued upon successful enrolment and OSHC verification.
- AAC ensures that students understand their visa conditions and course obligations before commencing their studies.

### 2. Monitoring Course Progression and Attendance

- Regular reviews of student performance and attendance are conducted each study period to ensure compliance with academic and visa requirements.
- Attendance records are systematically updated weekly, and academic performance is monitored for signs of risk.
- Students failing below satisfactory levels are identified for intervention.

### 3. Intervention Strategy

- Individual Learning Plans (IPLs) are developed for students identified as at risk of failing academic or attendance requirements.
- Support measures may include tutoring, counselling, adjusted study plans, or re-assessment opportunities.
- Students are required to meet regularly with relevant staff to review their progress and update their intervention plans.

### 4. Reporting Breaches

- Students who fail to meet attendance or academic progress requirements are issued warning letters and provided with support strategies.
- If non-compliance persists, students receive an Intention to Report notification with details of their breach and option to appeal within twenty (20) business days as per AAC's *Complaints and Appeals Policy and Procedure*.
- If no appeal is lodged or the appeal is unsuccessful, the breach is reported to the Department of Home Affairs (DHA) via PRISMS.

### 5. Orientation and Support Services

- Comprehensive orientation sessions are conducted to familiarise students with their rights, responsibilities and support services.
- Ongoing support includes workshops on academic skills, cultural adjustment and studying and living in Australia.
- Dedicated staff provide one-on-one assistance with academic and personal challenges.

## 6. Record-Keeping

- Attendance records, academic results, intervention plans and communication log are securely stored.
- All records are maintained in compliance with regulatory requirements for auditing and review purposes.
- Updates to student's enrolment status are promptly recorded in PRISMS and communicated to the student.

## 7. Reporting Breaches

- Written notification is provided to students outlining the details of non-compliance.
- Students are informed of their right to access the appeals process within twenty (20) business days.
- Breaches are reported to the Department of Home Affairs (DHA) via PRISMS only after the appeals process has concluded or the student has not lodged an appeal within the specified time frame.

## Roles and Responsibilities

Role	Responsibility
CEO	Provide overall strategic direction, ensure institutional compliance with legislative requirements and approve all policies and procedures.
Compliance Officer	Oversee regulatory compliance, manage reporting and audits, and ensure adherence to PRISMS reporting obligations for international students.
Director of Studies ELICOS / Director of Studies VET	Monitor student academic progress and welfare, implement intervention strategies for at-risk students, and provide recommendations to address academic concerns.
Student Services Officer (SSO)	Monitor attendance and compliance, maintain accurate records, and provide frontline support to students for issues related to enrolment, attendance and welfare.
International Students	Fulfil visa and enrolment obligations, actively engage in their studies and communicate any issues impacting their ability to meet course requirements and keeping AAC updated of any changes to address details.

## Monitoring & Review

AAC's International Student Compliance policy is reviewed annually to reflect legislative changes and operational requirements.

## Version Control

Version	Date	Description	Approved by	Approval date	Author	Review date
V1.0	Feb 2025	New policy for AAC	CEO	17 Feb 2025	Compliance Team	Feb 2026



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## Policy and Document Information

<b>Author:</b>	Compliance Team
<b>Policy owner:</b>	Compliance Officer
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