

## Submission on proposed changes to the National Code of Practice for Providers of Education and Training to Overseas Students 2007

### Overview

PROPOSED AMENDMENTS	SUPPORT / DO NOT SUPPORT	COMMENTS <i>Please provide a comment if you do not support a proposed amendment, and suggest alternative wording if appropriate.</i>
<ul style="list-style-type: none"><li>• Parts A, B and C of the 2007 National Code have been streamlined to:<ul style="list-style-type: none"><li>○ provide an overview of the ESOS framework</li><li>○ summarise the role of the National Code and its purpose</li><li>○ outline the quality assurance arrangements and roles of other relevant Commonwealth agencies</li></ul></li></ul>	SUPPORT	
<ul style="list-style-type: none"><li>• Some part C and D requirements in the 2007 National Code have been moved to Standard 11 as requirements for providers.</li><li>• The standards are now in part B.</li></ul>	SUPPORT	

## Standard 1 – Marketing information and practices

PROPOSED AMENDMENTS	SUPPORT / DO NOT SUPPORT	COMMENTS <i>Please provide a comment if you do not support a proposed amendment, and suggest alternative wording if appropriate.</i>
<ul style="list-style-type: none"> <li>Clarifies that providers must not engage in false or misleading marketing practices, consistent with Australian Consumer Law.</li> </ul>	SUPPORT	
<ul style="list-style-type: none"> <li>Marketing material must accurately identify the provider's association with any other providers, work-based or work-integrated learning opportunities, and prerequisites including English language.</li> </ul>	SUPPORT	
<ul style="list-style-type: none"> <li>Specific provisions prevent a provider from undertaking to or guaranteeing that it can secure a migration or successful education assessment outcome.</li> </ul>	SUPPORT	

## Standard 2 – Enrolment of an overseas student

PROPOSED AMENDMENTS	SUPPORT / DO NOT SUPPORT	COMMENTS <i>Please provide a comment if you do not support a proposed amendment, and suggest alternative wording if appropriate.</i>
<ul style="list-style-type: none"> <li>Clarifies that a provider must inform a student before they enrol about: course content, modes of study (including online and/or work related learning placements) and assessment requirements.</li> </ul>	SUPPORT	
<ul style="list-style-type: none"> <li>Requires providers to give information about the policy and process for approving welfare and accommodation arrangements for students under 18 where relevant.</li> </ul>	SUPPORT	

PROPOSED AMENDMENTS	SUPPORT / DO NOT SUPPORT	COMMENTS <i>Please provide a comment if you do not support a proposed amendment, and suggest alternative wording if appropriate.</i>
<ul style="list-style-type: none"> <li>Requires registered providers to have and implement a documented policy and process for assessing English language proficiency, educational qualifications and work experience are sufficient to undertake the course.</li> </ul>	SUPPORT	
<ul style="list-style-type: none"> <li>Incorporates the requirements relating to course credit, previously in standard 12.</li> <li>Adds that course credit or recognition of prior learning (RPL) must preserve the integrity of the award to which it applies.</li> </ul>	SUPPORT	

### Standard 3 – Formalisation of enrolment and written agreements

PROPOSED AMENDMENTS	SUPPORT / DO NOT SUPPORT	COMMENTS <i>Please provide a comment if you do not support a proposed amendment, and suggest alternative wording if appropriate.</i>
Written agreements must include more detailed information about students' enrolment.	SUPPORT	
Providers must require students must keep their personal and contact information up to date.	SUPPORT	
<ul style="list-style-type: none"> <li>The provider must retain records of the written agreement and receipts of payments by the student for at least 2 years after the person ceases to be an accepted student.</li> </ul>	SUPPORT	

## Standard 4 – Education agents

PROPOSED AMENDMENTS	SUPPORT / DO NOT SUPPORT	COMMENTS <i>Please provide a comment if you do not support a proposed amendment, and suggest alternative wording if appropriate.</i>
<ul style="list-style-type: none"> <li>Clarifies that providers must ensure the agent has up to date and accurate information, does not engage in false or misleading conduct, declares in writing and takes reasonable steps to avoid conflicts of interest, observes appropriate levels of confidentiality and transparency in dealing with students, and acts honestly and in good faith.</li> </ul>	SUPPORT	
<ul style="list-style-type: none"> <li>Clarifies the provider must ensure the agent has appropriate knowledge and understanding of the international education system in Australia, including the code of ethics.</li> </ul>	SUPPORT	

## Standard 5 – Younger students

PROPOSED AMENDMENTS	SUPPORT / DO NOT SUPPORT	COMMENTS <i>Please provide a comment if you do not support a proposed amendment, and suggest alternative wording if appropriate.</i>
<ul style="list-style-type: none"> <li>Providers enrolling students under 18 must meet any Australian, state or territory legislation or other regulatory requirements relating to child welfare and protection.</li> </ul>	SUPPORT	
<ul style="list-style-type: none"> <li>Requires providers to give information to students under 18 about who to contact in emergency situations.</li> </ul>	SUPPORT	
<ul style="list-style-type: none"> <li>Requires providers to give information on how a student under 18 can seek assistance and report any incident or allegation involving abuse.</li> </ul>	SUPPORT	

<ul style="list-style-type: none"><li>• Providers with responsibility for a student’s welfare must check initially and least every six months thereafter that the student’s accommodation is appropriate to the student’s age and needs.</li></ul>	<p><b>DO NOT SUPPORT</b></p>	<p>ASC International supports the need to enhance the welfare requirements for students under the age of 18 years, however, believes that the proposed adjustment of incorporating six-monthly checks on homestay residences would place an insurmountable administrative burden on both schools who insource their homestay arrangements and those who outsource to professional homestay management organisations.</p> <p>This standard, as it is proposed, would be seen to significantly disadvantage non-boarding schools in the market by:</p> <ol style="list-style-type: none"><li>1. Placing additional administrative burdens and therefore costs associated with managing homestay accommodation</li><li>2. Due to the above, potentially significantly drive up accommodation fees for international students studying in non-boarding schools.</li><li>3. Impact the privacy of homestay families hosting an international student in their home and therefore act as a deterrent to families wishing to host under 18 students therefore creating a further accommodation shortage in the market.</li><li>4. Damaging the relationship of trust between the homestay and the provider and /or homestay management organisation by imposing continual assessments every 6 months, where no reason for doing so may exist.</li><li>5. The current proposed standard is, in effect, penalising those providers and homestays who follow process and provide excellent care for students, for the minority who do not follow appropriate policy and behaviour.</li></ol> <p>For those reasons stated above, the ASC proposes, for your consideration, a Risk Based approach to this standard. This would align with the current risk-based audit model used by the Department of Education Services for school and CRICOS registrations.</p>
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The suggested wording that we ask you to consider adopting for this standard is below:

*5.3.2 have and implement documented processes **or specific policy** for verifying and checking that the student's accommodation is appropriate to the student's age and needs, and adults involved in or providing accommodation and welfare arrangements to the student have any working with children clearances (or equivalent) as required in a state or territory:*

*5.3.2.1 prior to the accommodation being approved*

*5.3.2.2 Every six months for homestays that are deemed potential risk.*

The responsibility would be on the education provider to have a thorough and documented risk rating process and policy in place in order to determine the appropriate risk rating of a homestay.

An example of the ASC International's proposed risk-based model is below:

All homestay families will undergo the following registration and re-registration process.

Initial Homestay Registration:

1. Satisfactory completion of the appropriate homestay application form
2. Satisfactory completion of an appropriate homestay training and assessment
3. Satisfactory completion of an appropriate homestay site inspection and interview
4. Satisfactory completion of a Working with Children and National Police Clearance Screening

Homestay Re-registration

1. Satisfactory Completion of a re-inspection after the initial 6 months of active hosting
2. Satisfactory student feedback obtained from regular surveys completed by students residing in the homestay

Based on the results of the re-registration process, homestays will be categorised as:

1. **At Risk** - Failure to obtain the above at re-registration
2. **Low Risk** - Successful completion of re-registration

Intervention protocols implemented for 'At Risk' Homestays

1. Site re-inspection and interview as soon as the risk rating is identified as 'At Risk' or six months following Re-Registration, whichever is sooner, then again six months following.
2. Ongoing monitoring of student feedback as obtained from regular survey of international students residing in the home

The above process will continue until improvement in the risk rating level is achieved. Should no improvement in the risk rating level be achieved after six months of 'At Risk' intervention, the host will be deemed unsuitable and excluded from hosting privileges.

Process for ongoing registration of 'Low Risk' homestays

1. Site re-inspection and interview every 24 months
2. Six-monthly monitoring of student feedback on homestay environment
3. Annual self-assessment by Homestay Families
4. Ad-hoc inspection (where concerns have been raised)

Should a 'Low Risk' homestay move to 'At Risk' at any stage, the 'At Risk' intervention protocols would immediately apply.

PROPOSED AMENDMENTS	SUPPORT / DO NOT SUPPORT	COMMENTS <i>Please provide a comment if you do not support a proposed amendment, and suggest alternative wording if appropriate.</i>
<ul style="list-style-type: none"> <li>Adults involved in or providing accommodation must have any Working with Children clearances (or equivalent) as required in a state or territory.</li> </ul>	SUPPORT	
<ul style="list-style-type: none"> <li>Requires a policy and process for managing critical incidents, including in emergency situations and when welfare arrangements are disrupted.</li> </ul>	SUPPORT	
<ul style="list-style-type: none"> <li>Where a provider is no longer able to approve welfare arrangements, all reasonable steps must be taken to notify the student's parent or legal guardian immediately.</li> </ul>	SUPPORT	
<ul style="list-style-type: none"> <li>Providers must have documented processes for selecting, screening and monitoring any third parties engaged by the provider to organise and assess welfare and accommodation arrangements.</li> </ul>	<b>DO NOT SUPPORT</b>	<p>ASC International supports the need to incorporate documents, policies and processes around the engagement of third party organisations to manage accommodation and welfare arrangements. However, the ASC requests that an amendment be made to the standard to allow the inclusion of contract terms between the provider and third party. Furthermore, we request that this standard enable these contract terms to set the requirements and incorporate any agreed upon screening and monitoring clauses.</p> <p>We propose for your consideration the following re-wording of this standard:</p> <p><i>5.3.6 have documented policies, <b>processes and/or contract terms</b> for screening and monitoring any third parties engaged by the provider to organise and assess accommodation and/or welfare arrangements.</i></p>



PROPOSED AMENDMENTS	SUPPORT / DO NOT SUPPORT	COMMENTS <i>Please provide a comment if you do not support a proposed amendment, and suggest alternative wording if appropriate.</i>
<ul style="list-style-type: none"> <li>If a provider enrolls a student under 18 who has welfare arrangements approved by another provider, the receiving provider must negotiate the transfer date for welfare arrangements to ensure there is no gap.</li> </ul>	SUPPORT	
<ul style="list-style-type: none"> <li>The provider must advise the student of their visa obligation to maintain their current welfare arrangements until the transfer date or have alternative welfare arrangements approved or return to their home country until the new arrangements take effect.</li> </ul>	SUPPORT	

### Standard 6 – Student support services

PROPOSED AMENDMENTS	SUPPORT / DO NOT SUPPORT	COMMENTS <i>Please provide a comment if you do not support a proposed amendment, and suggest alternative wording if appropriate.</i>
<ul style="list-style-type: none"> <li>Requires providers to give information to students regarding a range of support services, including relating to English language, health, legal services, complaints and appeals avenues, and employment assistance (including resolving workplace issues).</li> </ul>	SUPPORT	
<ul style="list-style-type: none"> <li>Requires the provider to facilitate access to learning support services, including for different modes of study such as online or distance.</li> </ul>	SUPPORT	

PROPOSED AMENDMENTS	SUPPORT / DO NOT SUPPORT	COMMENTS <i>Please provide a comment if you do not support a proposed amendment, and suggest alternative wording if appropriate.</i>
<ul style="list-style-type: none"> <li>Clarifies that providers must have in place a documented policy and process to manage critical incidents that could affect a student undertaking or completing the course. (Note: standard 5 requires a critical incident policy and process more specific to the needs of students under 18.)</li> </ul>	SUPPORT	
<ul style="list-style-type: none"> <li>Providers must take all reasonable steps to provide a safe environment on campus and give overseas students information about how to seek assistance for and report an incident that significantly impacts on their wellbeing.</li> </ul>	SUPPORT	

### Standard 7 – Student transfers

PROPOSED AMENDMENTS	SUPPORT / DO NOT SUPPORT	COMMENTS <i>Please provide a comment if you do not support a proposed amendment, and suggest alternative wording if appropriate.</i>
<ul style="list-style-type: none"> <li>Providers must not knowingly enrol a student wishing to transfer from another provider's course prior to the student completing six months of their principal course, or for the school sector, until after the first six months of the first registered school sector course.</li> </ul>	SUPPORT	
<ul style="list-style-type: none"> <li>Transfer requests from the student must be in writing.</li> </ul>	SUPPORT	

PROPOSED AMENDMENTS	SUPPORT / Do NOT SUPPORT	COMMENTS <i>Please provide a comment if you do not support a proposed amendment, and suggest alternative wording if appropriate.</i>
<ul style="list-style-type: none"> <li>The provider must have and implement a documented policy and process for assessing student transfer requests, which must outline circumstances in which the provider will grant a transfer because it is in the student's best interests; and reasonable grounds for refusal of the request.</li> </ul>	SUPPORT	
<ul style="list-style-type: none"> <li>The standard contains additional guidance for providers about circumstances in which they should grant a transfer because it is in the student's best interests.</li> </ul>	SUPPORT	
<ul style="list-style-type: none"> <li>If a student requesting a transfer is under 18, written confirmation of agreement of a parent or legal guardian is required.</li> </ul>	SUPPORT	
<ul style="list-style-type: none"> <li>Where a provider agrees to a student's release the date of effect and reason for release must be recorded in PRISMS and the provider must advise the student Immigration to seek advice on whether a new student visa is required.</li> </ul>	SUPPORT	
<ul style="list-style-type: none"> <li>If release is not to be granted, the provider must give to the student the reasons for refusal in writing.</li> </ul>	SUPPORT	
<ul style="list-style-type: none"> <li>The provider must maintain records of all requests for transfer, assessment and decision on the student's file for two years after the student ceases to be an accepted student.</li> </ul>	SUPPORT	

## Standard 8 – Monitoring course progress and attendance

### Providers must monitor student progress

<b>PROPOSED AMENDMENTS</b>	<b>SUPPORT / DO NOT SUPPORT</b>	<b>COMMENTS</b> <i>Please provide a comment if you do not support a proposed amendment, and suggest alternative wording if appropriate.</i>
<ul style="list-style-type: none"><li>All providers must monitor students' progress, as satisfactory course progress is a student visa requirement. Some sectors require providers to also monitor attendance.</li></ul>	SUPPORT	
<ul style="list-style-type: none"><li>Providers must clearly outline and inform the student before they commence their course of the requirement to achieve satisfactory course progress in each study period.</li></ul>	SUPPORT	
<ul style="list-style-type: none"><li>Providers must have documented policies and processes to identify, notify and assist a student at risk of not meeting course progress (or attendance requirements if applicable) where evidence from the student's assessment tasks, participation or other indicators of academic progress indicate the student is at risk of not meeting requirements.</li></ul>	SUPPORT	

## Schools, ELICOS and foundation programs

PROPOSED AMENDMENTS	SUPPORT / DO NOT SUPPORT	COMMENTS <i>Please provide a comment if you do not support a proposed amendment, and suggest alternative wording if appropriate.</i>
<ul style="list-style-type: none"> <li>School, ELICOS and foundation programmes require both course progress and attendance monitoring. The requirement for attendance is 80% of the scheduled contact hours for the course, or higher if specified under state registration or approval frameworks.</li> </ul>	SUPPORT	
<ul style="list-style-type: none"> <li>School, ELICOS and foundation program providers must have a documented policy and process for monitoring and recording students' attendance.</li> </ul>	SUPPORT	
<ul style="list-style-type: none"> <li>Higher education providers must have and implement a documented policy and process for monitoring and recording course progress, specifying requirements for achieving satisfactory progress, the provider's processes and policies to uphold academic integrity, assessment of progress, identification of students at risk of not meeting requirements and details of the provider's intervention strategy.</li> </ul>	SUPPORT	

## VET programs

PROPOSED AMENDMENTS	SUPPORT / DO NOT SUPPORT	COMMENTS <i>Please provide a comment if you do not support a proposed amendment, and suggest alternative wording if appropriate.</i>
<ul style="list-style-type: none"> <li>VET providers must have and implement a documented policy and process for assessing course progress, specifying requirements for achieving satisfactory process and policies to uphold academic integrity, assessment of progress, identification of students at risk of not meeting requirements and details of the provider's intervention strategy.</li> </ul>	SUPPORT	
<ul style="list-style-type: none"> <li>A VET provider must have and implement a documented policy and process for monitoring students' attendance if the ESOS agency requires that provider to monitor attendance as well as course progress. This requirement in the National Code replaces previous arrangements split between the National Code and Course Progress Guidelines that applied to VET.</li> <li>If the ESOS agency imposes attendance monitoring as a requirement for a VET provider, the minimum requirement for attendance is 80% of the scheduled contact hours for the course.</li> <li>If the VET provider is required to monitor attendance of students, the provider must have an intervention strategy for students at risk of not meeting attendance requirements.</li> </ul>	SUPPORT	

## Course duration and allowable extensions

<b>PROPOSED AMENDMENTS</b>	<b>SUPPORT / DO NOT SUPPORT</b>	<b>COMMENTS</b> <i>Please provide a comment if you do not support a proposed amendment, and suggest alternative wording if appropriate.</i>
<ul style="list-style-type: none"> <li>• Providers must continue to not extend the duration of a student’s enrolment if the student is unable to complete the course within the expected duration, unless:               <ul style="list-style-type: none"> <li>○ compassionate and compelling circumstances apply</li> <li>○ the provider has implemented, or is implementing, an intervention strategy to assist the student to meet course progress (or attendance, if applicable) requirements</li> <li>○ there is an approved deferral or suspension of the student’s enrolment under standard 9.</li> </ul> </li> </ul>	SUPPORT	
<ul style="list-style-type: none"> <li>• If a student’s enrolment is extended, the provider must advise the student of any potential impacts on their visa.</li> </ul>	SUPPORT	

## Reporting breaches of visa requirements

<b>PROPOSED AMENDMENTS</b>	<b>SUPPORT / DO NOT SUPPORT</b>	<b>COMMENTS</b> <i>Please provide a comment if you do not support a proposed amendment, and suggest alternative wording if appropriate.</i>
<ul style="list-style-type: none"> <li>• Providers must continue to report students who do not meet course progress ( attendance requirements if applicable) and notify the student:               <ul style="list-style-type: none"> <li>○ that the provider intends to report them</li> <li>○ inform the student of the reasons</li> <li>○ advise the student they can appeal</li> <li>○ report the breach in PRISMS in accordance with s19(2) of the ESOS Act</li> </ul> </li> </ul>	SUPPORT	
<ul style="list-style-type: none"> <li>• A provider may decide not to report a student for breaching attendance requirements if the student provides genuine evidence of compassionate or compelling circumstances, is still attending at least 70 per cent of course contact hours and appeals the decision successfully</li> </ul>	SUPPORT	



## Online learning

<b>PROPOSED AMENDMENTS</b>	<b>SUPPORT / DO NOT SUPPORT</b>	<b>COMMENTS</b> <i>Please provide a comment if you do not support a proposed amendment, and suggest alternative wording if appropriate.</i>
<ul style="list-style-type: none"> <li>• Online and distance learning are defined in the standard.</li> </ul>	SUPPORT	
<ul style="list-style-type: none"> <li>• The 2007 National Code requirement that providers must not enrol a student exclusively in distance or online learning in any compulsory study period has been removed.</li> </ul>	SUPPORT	
<ul style="list-style-type: none"> <li>• Higher education and VET providers must not deliver more than one-third of a student's course online.</li> </ul>	SUPPORT	
<ul style="list-style-type: none"> <li>• Providers must take all reasonable steps to prevent students being disadvantaged by additional costs or requirements associated with online learning or by an inability to access the resources and community of the education institution, or opportunities to engage with other students.</li> </ul>	SUPPORT	

### Standard 9 – Deferring, suspending or cancelling the student’s enrolment

PROPOSED AMENDMENTS	SUPPORT / DO NOT SUPPORT	COMMENTS <i>Please provide a comment if you do not support a proposed amendment, and suggest alternative wording if appropriate.</i>
<ul style="list-style-type: none"> <li>Standard 9 now relates to deferring, suspending or cancelling the student’s enrolment (previously standard 13). It clarifies the current requirements but makes no significant changes to policy from the 2007 version.</li> </ul>	SUPPORT	

### Standard 10 – Complaints and appeals

PROPOSED AMENDMENTS	SUPPORT / DO NOT SUPPORT	COMMENTS <i>Please provide a comment if you do not support a proposed amendment, and suggest alternative wording if appropriate.</i>
<ul style="list-style-type: none"> <li>Assessment of an internal complaint or appeal must be finalised within 20 working days.</li> </ul>	SUPPORT	

### Standard 11 – Additional requirements

PROPOSED AMENDMENTS	SUPPORT / DO NOT SUPPORT	COMMENTS <i>Please provide a comment if you do not support a proposed amendment, and suggest alternative wording if appropriate.</i>
<ul style="list-style-type: none"> <li>Standard 11 creates new provisions for additional registration requirements, many of which were previously in Part C of the 2007 version of the National Code relating to ‘registration authorities’. Registration authorities are replaced by ESOS agencies by amendments to the ESOS Act passed in December 2015.</li> </ul>	SUPPORT	

<p style="text-align: center;"><b>PROPOSED AMENDMENTS</b></p>	<p style="text-align: center;"><b>SUPPORT / Do NOT SUPPORT</b></p>	<p style="text-align: center;"><b>COMMENTS</b> <i>Please provide a comment if you do not support a proposed amendment, and suggest alternative wording if appropriate.</i></p>
<ul style="list-style-type: none"> <li>• Providers must seek approval from the ESOS agency, including through the relevant designated State authority if the provider is a school, for proposed:               <ul style="list-style-type: none"> <li>○ course content and duration</li> <li>○ number of overseas students enrolled within the limit approved by the ESOS agency</li> <li>○ arrangements with other education providers (partnerships).</li> </ul> </li> <li>• Providers must also seek approval from their ESOS agency for any proposed changes to the above during their period of registration under the ESOS Act.</li> </ul>	<p style="text-align: center;">SUPPORT</p>	
<ul style="list-style-type: none"> <li>• Providers must advise their ESOS agency, including through the relevant designated State authority if the provider is a school, in writing of:               <ul style="list-style-type: none"> <li>○ any other affiliated organisations registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)</li> <li>○ any changes to high managerial agents or ownership of their organisation.</li> </ul> </li> </ul>	<p style="text-align: center;">SUPPORT</p>	
<ul style="list-style-type: none"> <li>• Self-accrediting providers must undertake an independent external audit during their period of registration, at least within 18 months prior to renewal of registration, allowing the outcomes to be used for registration renewal.</li> </ul>	<p style="text-align: center;">SUPPORT</p>	

**Other comments**

Please list any other comments here: