**Processes:** When an Overseas Student requests a CoE for a 571 Student Visa (CRICOS Registered Schools)

(For enquiries for other visa subclasses, see definitions under “International Students” at: https://ssp.deewr.gov.au/ssp/help/html/coi/student_definitions.html)

**Schools should check the following have been provided prior to enrolment or during the enrolment process to meet requirements of the 2007 National Code:**
- Any relevant information provided to students under Standard 2
- Any relevant information provided to students under Standard 3
- Requirement for students to maintain adequate welfare and accommodation requirements, and if school is providing CAAW Letter, dates for approval of welfare and accommodation arrangements (Standard 5 – Younger students)
- Transfer Policy (Standard 7 – transfer between registered providers, but see also QLD Legislation re Letter of Release)
- Complaints and appeals policy (Standard 8 – Complaints and appeals)
- Statement regarding course credit (Standard 12 – Course credit)
- School’s course duration, progress and attendance policies (Standards 9, 10 & 11)
- Advice if school awards course credit (Standard 12 – Course Credit)
- Grounds for deferral, suspension & cancellation including school’s behavioural policy/code of conduct (Standard 13 – Deferring, suspending or cancelling the student’s enrolment)

**Schools should check the following have been provided prior to enrolment or during the enrolment process to meet requirements of the 2007 National Code:**
- Enrolment application form (may include written agreement)
- School information and policies for overseas students
- Admission procedures
- Fees schedule
- Information about the Senior Certificate and university entry requirements
- A copy of the school prospectus for overseas students (must meet marketing and student information requirements of National Code)
- Information about accommodation arrangements
- Information about OSHC, **

**Completed Enrolment Application and Documentation submitted to School**

School advises outcome of application. If enrolment is accepted, letter of offer, conditions of enrolment, itemised fees and payment details, dates for approval of care arrangements (if applicable) etc., are issued. Agency agreement signed if applicable*.

**If applicants are from AL 1 or 2 countries, fees are paid and an ECOE is issued for Visa Application. If applicants are from AL 3 or 4 countries, applicants use a letter of offer for Visa application. If PVA is granted, fees are paid and an ECOE is issued. NB: PVA does not apply if students are applying for e-Visas from AL3 or AL4 countries.**

**Student arrives. School provides:**
- Orientation on arrival with information about
  - support services available to assist with transition to life & study in new environment
  - legal services
  - emergency & health services
  - facilities and resources
  - complaints and appeals processes
  - visa conditions relating to course progress and attendance
- Access to student services
- OSHC information
- Introduction to designated student officer who will be official point of contact for the student and who will have access to up to date details of all of the school’s support services

*From 3 June 2010, agents with written agreements must be listed on school websites.
**From 1 July 2010 OSHC must cover duration of visa.

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