ENGAGING IN INTERNATIONAL PROGRAMS AND ENROLLING OVERSEAS STUDENTS

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1. INTRODUCTION

Schools have a range of opportunities to engage in international programs, including:
- Exchange programs
- Study Tour and Holiday Programs
- Enrolling full-fee paying overseas students (FFPOS*)
- Institutional linkages
- Inclusive and “internationalised” curriculum
- Offshore programs and campuses

* NB: This acronym is no longer used by DEEWR

Well-managed international programs have the potential to enhance cultural diversity and understanding within the school community as well as to be financially rewarding.

If a whole of school approach is taken to “internationalisation”, schools can develop and manage programs in accord with the school’s vision and mission statements. International programs have the potential to contribute to staff professional development, a range of relationships including sister schools and staff and student exchanges, an inclusive curriculum, a discretionary income stream, and culturally and linguistically diverse (CALD) membership of the school community.

A Framework for understanding and planning engagement in international programs is below.

QCEC has the following resources to provide information and support to schools engaging in international programs, including enrolling overseas students, many of whom will be full fee paying students (FFPOS).
Resources:
- Engaging in International Programs and Enrolling Full Fee Paying Overseas Students (FFPOS)
- Homestay Programs
- Enrolling Student with Visas
- School Handbook for CRICOS Registration, Policies and Procedures (Template)
- Homestay Risk management Strategy (Template)
- Agent’s Handbook (Template)

2. VISAS

The Australian Government allows non-residents to study in the country on a short term or longer term basis. See Department of Immigration and Citizenship (DIAC) website: www.immi.gov.au.

2.1 Visitor visas

In general, a person with a visitor’s visa may undertake studies or training for up to 3 months. Courses of study include recreational and English language courses, attending classes in a school or participating in a study tour or holiday program. With regard to visitor visa applications made and granted outside Australia, an intention to undertake study or training can be the main purpose of the visit. Because a good number of visitor visas are now being granted electronically as an Electronic Travel Authority (ETA), schools are advised to check hard copies of visa grant documents rather than passports, as these may not be up to date.

However, a visitor visa may not be granted in Australia for the purpose of commencing, continuing or completing any studies or training. It is also important that secondary exchange students apply for a student visa, not a visitor visa.

2.2 Dependants of temporary residents

Where students have permanent resident visas they are classed as ‘Australian citizens’ for funding purposes, and enrolments are processed as for domestic students. However, if students are dependants of temporary visa holders (e.g. where the parent is from overseas but employed by an Australian company on a temporary basis, or where the parent holds a student visa) then schools should clarify whether Commonwealth per capita funding can be claimed for these students or whether they are classed as full fee-payers for funding purposes. In the case of dependants of temporary visa holders, schools do not need hold CRICOS registration in order to process an enrolment application.

Schools should check the following DEEWR website for visa subclasses that are eligible for GRG funding if all other criteria are met: https://ssp.deewr.gov.au/ssp/help/html/coi/student_definitions.html. This website also has the Help Desk number for funding enquiries: Tel: 1800 677 027 Option 2. It is also possible to email an enquiry to: Grantsanddata.help@deewr.gov.au

For visa related enquiries, the DIAC contact number is 131881.
2.3 Student Visas

For students wishing to study for longer than 3 months, the Australian Government operates an Overseas Student Programme (OSP) that allows people who are not Australian citizens or Australian permanent residents to study in Australia provided they undertake a registered course or part of a registered course on a full-time basis.

In this case, courses undertaken and the course provider must first be registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) to be able to issue a Confirmation of Enrolment (CoE) in order for the student to apply for a student visa.

Responsibility for the Overseas Student Programme is shared between and administered by the Department of Immigration and Citizenship (DIAC), Department of Education, Employment and Workplace Relations (DEEWR) and AusAID.


CRICOS registered schools should also keep up to date with recent changes to legislation and student visa conditions by referring to: http://www.immi.gov.au/business-services/education-providers/index.htm and subscribing to the Student Visa update service: http://www.immi.gov.au/business-services/education-providers/update_service.htm

A person who wants to study under the programme must obtain a student visa before commencing a course of study in Australia. Depending on the country of origin, students can apply for visas from on-shore or off-shore. Most students in non-government schools will hold visas under subclass 570 (ELICOS) or 571 (primary and secondary school). Students with these visas are most often full fee paying overseas students (FFPOS) and are required to pay fees which fully cover the cost of providing their education, including a capital component. The exception can be a student who holds a 571 subclass visa for a registered secondary exchange program.

School staff advising overseas students should be aware that DIAC has guidelines about the type of assistance education provider staff can give to students if they are not registered migration agents. DIAC should be contacted directly for this advice.

In assessing students for visa eligibility DIAC assesses countries according to levels of risk, with 1 representing the lowest assessment level (AL) of risk and assessment level 5 the highest. The higher the assessment level of risk, the greater the minimum evidentiary standards a student visa applicant has to satisfy in respect of criteria relating to financial capacity, English proficiency and other relevant matters.

AL 2, 3, 4 and 5 applicants must make their initial student visa application while they are outside of Australia. Only in exceptional circumstances will DIAC consider an application from onshore for a first student visa from AL 2-5 countries. Currently there are no countries classified as AL5. The DIAC website has a list of countries and their assessment levels at http://www.immi.gov.au/allforms/pdf/assessment-levels.pdf.

It is a condition of the granting of an Overseas Student Visa that students have acceptable Overseas Student Health Cover (OSHC) during the whole time they are in Australia. It is a requirement from 1 July 2010 for all students to have OSHC paid for for the duration of their visa. All applicants must show evidence that they have health insurance cover before a visa can be issued to them. Students who decide to pay the OSHC premium personally are expected to provide evidence of payment directly to DIAC. Alternatively, students can pay the OSHC premium to the education provider which will then arrange to pay the health insurance cover on their behalf. This cover

Students under 18 years of age who do not propose to live in Australia with a parent(s), a person who has custody of them, or a relative aged at least 21 years of age nominated by either the parent or person having custody of them, and meeting DIAC requirements, must have a statement from their education provider confirming that appropriate arrangements have been made for accommodation, support and general welfare during their stay in Australia. For details of requirements here, see: [http://www.immi.gov.au/business-services/education-providers/roles_responsibilities.htm#under18](http://www.immi.gov.au/business-services/education-providers/roles_responsibilities.htm#under18)

Standard forms for education providers to confirm arrangements (CAAW) are available from the Provider Registration and International Students Management System (PRISMS - see below).


DIAC also recommends that institutions gain permission from the student to access details on VEVO at point of enrolment. (See Appendix 4, p. 25 Compliance Overview)

3. **ENROLLING FULL-FEE PAYING OVERSEAS STUDENTS (FFPOS)**

3.1 **Gaining and maintaining CRICOS registration**

In order to enrol full fee paying overseas students with Visa 571, schools must be included on the **Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)**. See [http://cricos.deewr.gov.au/](http://cricos.deewr.gov.au/). In undertaking CRICOS registration, schools are committing to comply with Commonwealth legislation:

- **Education Services for Overseas Students (ESOS) Act 2000**, ESOS Regulations 2001, and the
- **National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (The National Code) 2007**
  as well as State legislation:

- **Education (Overseas Students) Act 1996**
- **Education (Overseas Students) Regulation 1998**
- **Commission for Children and Young People and Child Guardian Act 2000**
- **Commission for Children and Young People and Child Guardian Regulation 2001**
State legislation can be viewed at:: http://www.legislation.qld.gov.au/Acts_SLs/Acts_SL.htm


For CRICOS registration, schools should view Getting Started in International Education, at http://www.aei.gov.au/About-AEI/Offshore-Support/Pages/Default2.aspx and should contact the Queensland International Quality Unit (CRICOS):

Manager
International Quality Unit (CRICOS)
Telephone: +61 7 3225 2442
Email: cricosreg@deta.qld.gov.au
Postal: International Quality Unit
LMB 527
BRISBANE QLD 4000
Website: http://www.education.qld.gov.au/internationalquality/

The Unit will send out information about the steps to be taken to be placed on CRICOS. Careful attention to these requirements gives a clear picture of the matters involved in enrolling overseas students. For example, compliance with registration conditions includes:

- being an accredited non-state school
- having a written policy about entry requirements for registered courses, including academic and English language requirements and the processes for applying these requirements to overseas students.
- having written policies regarding refunding of fees, dispute resolution processes, deferring, suspending or cancelling enrolment, transfers, arrangements for unaccompanied children and criteria for accepting students who have previously been enrolled in or completed another relevant course in Australia
- satisfying the State Authority the school will comply with the requirements of the National Code and ESOS Act.

When the State authority is satisfied that the applicant school complies, it will advise the Department of Education, Employment and Workplace Relations (DEEWR). When DEEWR is satisfied that the provider is compliant, the provider is registered on CRICOS.

New providers must pay an Initial Registration Charge (IRC). Once registered, an Annual Registration Charge (ARC) is payable to DEEWR on a calendar year basis, with the amount determined by the number of overseas students. A minimum registration fee is payable whether students enrolled or not. For information on how to calculate IRC and ARC fees and penalty for late payment, please follow link at http://www.aei.gov.au/regulatory-information/Provider-Registration/Fees-And-Charges/Pages/default.aspx

There is not currently an annual state CRICOS registration charge.

Registered providers should be aware a request can be made at any time to undertake a Monitoring Visit for compliance with the ESOS Act 2000 and the National Code. During such a visit registration authorities will seek evidence of compliance
through means such as sighting of documents, interviews with staff and students, observation of teaching and physical inspection of premises. Following such a visit feedback is given to the Provider identifying any compliances breaches with advice as to how these should be addressed and consequences of non-compliance.

From 2010 amendments to ESOS have been introduced to apply risk management processes to registration of providers, and to effect other changes, such as requiring registered providers to list education agents formally engaged on institutional websites.

Further changes to ESOS can be anticipated as a result of the ESOS Review conducted in 2009-10: http://www.aei.gov.au/About-AEI/Current-Initiatives/ESOS-Review/Pages/default.aspx

Resources to assist Catholic schools gain an understanding of the registration process and to develop relevant policies and procedures for registration include:

- QCEC Template – School Handbook CRICOS Registration Policies & Procedures
- ISCA transition support handbook for non-government schools (available at www.isca.edu.au)

### 3.2 The National Code

In order to maintain quality and consistency across Australia a National Code (The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students) has been developed which regulates the provision of education services for overseas students.

Providers must comply with the Code in order to gain, and maintain, CRICOS registration. The 2007 National Code is organised under the following headings:

- A. Framework
- B. Government Roles and Responsibilities
- C. Registration on CRICOS
- D. Standards for Registered Providers

There are 15 Standards grouped around six areas:

- Compliance with the standards for registered providers
- Pre-enrolment engagement of students
- Care for and services to students
- Students as consumers
- The student visa programme
- Staff, educational resources and premises


DEEWR has also developed the National Code Explanatory Guide, and has funded a range of industry projects to assist providers to understand, implement and comply with requirements under the National Code. One of these is the ISANA National Code Tutorial, available at: http://www.isana.org.au/

Schools enrolling FFPOS or seeking to enrol FFPOS should be familiar with the Education for Overseas Students (ESOS) Framework as outlined on the DEEWR website at: http://www.aei.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx
3.3 The Tuition Assurance Scheme (TAS) and the ESOS Assurance Fund

The ESOS Assurance Fund commenced operation in 2001 following changes to the Tuition Assurance Scheme (TAS), which was established to protect the interests of overseas students and intending overseas students if a provider cannot provide a course for which a student has paid.

Non-government schools entitled to receive recurrent Commonwealth funding for the provision of education or training are not required to pay an annual contribution to the Assurance Fund and are not required to join a Tuition Assurance Scheme. (See subsection 24 (2) (b) of the Act.) However this is under review. Also, DEEWR has advised newly accredited institutions seeking registration may need to subscribe to a Tuition Assurance Scheme (TAS) until in receipt of Commonwealth recurrent funding.

Please note this is not the case for ELICOS / ELT providers. (See Point 7 below.)

and http://esosassurancefund.com.au

3.4 Provider Registration and International Students Management System (PRISMS)

The Provider Registration and International Students Management System (PRISMS) provides a secure system for providers registered on CRICOS to comply with legislative requirements by:

- creating and authorising electronic confirmations of enrolments (eCoEs) for overseas students enrolling (either from onshore or offshore) with the provider
- maintaining and updating student records including current residential address
- reporting changes in course enrolment, and student compliance with visa conditions relating to attendance, academic progress and living arrangements

PRISMS has been enhanced a number of times, making it easier to use, and to implement any changes required as a result of changes to the National Code and other ESOS reforms and DIAC changes.

The Department of Immigration and Citizenship (DIAC) requires an eCoE as 'evidence of enrolment' in a CRICOS registered full-time course before it will issue a student visa.

Student enrolment information is entered into PRISMS in order to create an enrolment record and thus print out a coded enrolment letter to give to the student (eCoE). The information entered is transmitted to DIAC and forwarded to a processing officer so that when a student applies for a student visa the officer is able to authenticate the enrolment letter.

Apart from the requirement to enter the enrolment of every student from overseas in PRISMS, schools must also report 'exceptions' or course variations - that is, when a student does not commence a course; terminates study before a course is completed; changes a course or duration of the course; fails to comply with visa conditions regarding attendance and course progress within 14 days.

PRISMS is also used to keep track of student contact details. Schools must approve living arrangements for overseas students under 18 years of age, and confirm these with DIAC, through PRISMS. As part of their visa conditions, students are required to
keep Schools updated with their contact details, and students under 18 years of age are only permitted to change accommodation arrangements with School approval. See: https://prisms.deewr.gov.au


Help or advice for PRISMS is also available at:

**Telephone:** 61 2 6240 7647  
**Facsimile:** 61 2 6123 7558  
**E-Mail:** prisms@deewr.gov.au


4. **ENGLISH LEVELS OF OVERSEAS STUDENTS**

English proficiency levels of overseas students may vary widely. Schools enrolling overseas students in short or longer term programs will find information about English proficiency levels of incoming students useful in order to assess the degree of English language support required for the period of study.

For full fee paying overseas students (FFPOS) holding a student visa, there is a requirement to obtain evidence that assessment of an overseas student's proficiency in English has been carried out by a suitably qualified person (unless this is clearly not relevant) under the National Code as well as in state legislation.

In assessing school student applications for entry into mainstream courses, or for shorter periods of study, schools should consider whether the following will be relevant:

- Age of the student
- Previous academic records and school reports, including highest level studied
- Previous experiences of learning English
- Extra-curricular interests
- ESL support available for the student after entry
- Degree of exposure to English in social contexts after school hours (i.e., within homestay or boarding facilities)
- Number of other FFPOS student within the proposed year level, including those who share a common language with the applicant
- Preferred subjects or areas of further study on completion of school course (if known/applicable)

The age of the child, academic ability and English language proficiency and his/her point of entry into the enrolled course are clearly factors which will help determine a school’s response to a student application. At higher levels of study, schools may wish to develop their own English proficiency tests or use one of the commonly available tests such as the International English Language Testing System (IELTS) or the Test of English as a Foreign Language (TOEFL) or the International Second Language Proficiency Rating (ISLPR).

4.1 **International Language Testing System (IELTS)**

One of the most common measures used is IELTS. The creators of the test claim it is suitable for students of 16 years of age and over. This test covers the complete
range of English language skills which will commonly be encountered by students when studying or training in the medium of English. Candidates are tested in Listening, Reading, Writing and Speaking. Full details of the test, enrolment and examples of test items can be accessed on the IELTS web site at www.ielts.org.

Candidates receive a score for each of the above four modules of the test as well as an overall score, on a band scale from 1 to 9.

The nine bands and their descriptive statements are as follows:

<table>
<thead>
<tr>
<th>Band Score</th>
<th>Designation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>Expert User</td>
<td>Has fully operational command of the language: appropriate, accurate and fluent with complete understanding</td>
</tr>
<tr>
<td>8</td>
<td>Very Good User</td>
<td>Has fully operational command of the language with only occasional unsystematic inaccuracies and inappropriate usage. Misunderstandings may occur in unfamiliar situations. Handles complex detailed argumentation well</td>
</tr>
<tr>
<td>7</td>
<td>Good User</td>
<td>Has operational command of the language, though with occasional inaccuracies, inappropriate usage and misunderstandings in some situations. Generally handles complex language well and understands detailed reasoning.</td>
</tr>
<tr>
<td>6</td>
<td>Competent User</td>
<td>Has generally effective command of the language despite some inaccuracies, inappropriate usage and misunderstandings. Can use and understand fairly complex language, particularly in familiar situations</td>
</tr>
<tr>
<td>5</td>
<td>Modest User</td>
<td>Has partial command of the language, coping with overall meaning in most situations, though is likely to make many mistakes. Should be able to handle basic communication in own field.</td>
</tr>
<tr>
<td>4</td>
<td>Limited User</td>
<td>Basic competence is limited to familiar situations. Has frequent problems in understanding and expression. Is not able to use complex language</td>
</tr>
<tr>
<td>3</td>
<td>Extremely Limited User</td>
<td>Conveys and understands only general meaning in very familiar situations. Frequent breakdowns in communication occur.</td>
</tr>
<tr>
<td>2</td>
<td>Intermittent User</td>
<td>No real communication is possible except for the most basic information using isolated words or short formulae in familiar situations and to meet immediate needs. Has great difficulty understanding spoken and written English.</td>
</tr>
<tr>
<td>1</td>
<td>Non User</td>
<td>Essentially has no ability to use the language beyond possibly a few isolated words.</td>
</tr>
</tbody>
</table>

DIAC requires school students aged 16 years and over from PR China and other AL4 countries to either submit results of an IELTS test with an overall band score of 5.0 for school entry or 4.0 for preliminary ELICOS of up to 30 weeks in order to apply for a student visa, or to access the IELTS waiver provision. Please see Appendix 3 p. 28 for an overview of the IELTS requirement and waiver provisions for Chinese school students, and “Other Tests” below.

4.2 Other Tests

As part of the IELTS waiver provisions for AL4 countries, DIAC has approved a number of commercially available English language proficiency tests for school students, including the Australian Education Assessment Services (AEAS) Test (Website: www.aeas.com.au ).
This test is specifically designed for school students wishing to enrol in Australian schools, and both claim to test academic ability as well as English language proficiency.

A relatively new product is the Pearson Test of English (PTE) which was launched in 2009. (Website: [http://pearsonpte.com/Pages/Home.aspx](http://pearsonpte.com/Pages/Home.aspx))

### 4.3 English Language Entry Requirements

The following levels are **guides only** to recommended levels of English proficiency needed by ESL students for successful entry into Australian classes:

<table>
<thead>
<tr>
<th>Year</th>
<th>IELTS</th>
<th>TOEFL</th>
<th>ISLPR</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>5</td>
<td>500 (paper test) and 173 (computer based test)</td>
<td>2+</td>
</tr>
<tr>
<td>11</td>
<td>5.5</td>
<td>527-30 (paper test) and 197 (computer based test)</td>
<td>3</td>
</tr>
<tr>
<td>12</td>
<td>5.5-6</td>
<td>527-550 (paper test) and 213 (computer based test)</td>
<td>3</td>
</tr>
</tbody>
</table>

For English language entry requirements for tertiary institutions, schools should contact institutions directly.

### 5. PRELIMINARY ENGLISH COURSES AND PROVIDER ACCREDITATION

Some schools will only wish to enrol overseas students who are sufficiently competent in English and intending to study in mainstream classes at the time of application. Other schools may wish to enrol students in mainstream classes after completing a preliminary preparation course. Such courses, known as ELICOS (English Language Intensive Courses for Overseas Students), may be available for school students in different education sectors. Institutions offering ELICOS must currently be accredited by the National ELT (English Language Teaching) Accreditation Scheme Limited (NEAS) as well as being registered on CRICOS. However, it is possible that these arrangements may change as a consequence of the ELICOS Project on quality assurance being undertaken by the Australian Education Systems Officials’ Committee (AESOC).

Applicants for NEAS accreditation are required to undertake a period of at least twelve months as a candidate for accreditation before applying for accreditation. During this twelve month period of provisional candidacy, institutions receive guidance from the NEAS on their progress towards gaining accredited status and are offered practical workshops focusing on the regulatory environment in which ELICOS operates.

After twelve months as a candidate, institutions are assessed for accreditation. If they are able to demonstrate full compliance with NEAS standards they will become NEAS accredited institutions (ELICOS Centres) and will be monitored annually to ensure they continue to uphold NEAS standards and abide by their accreditation conditions. Further information is available at [www.neas.org.au](http://www.neas.org.au)

NEAS assesses institutions for compliance with accreditation standards in the following areas:
- Management, Finance and Administration
- Specialist Staff
- Premises
- Student Services
- Curriculum
6. STUDENT WELFARE

There are various State and Commonwealth legislative requirements regarding welfare provisions for overseas students holding a student visa, especially those under 18 years of age.

The 2007 National Code includes Standard 5: Younger Students which clarifies provider obligations and which requires providers to nominate periods of time for which they will undertake responsibility for approving accommodation, support and general welfare arrangements for students under the age of 18 years not living with a parent or carer approved by DIAC. Schools undertaking welfare responsibilities will need to generate a Confirmation of Approval of Accommodation and Welfare (CAAW) letter in PRISMS in order for the student to apply for a student visa.

If a student under 18 years of age is not living in accommodation approved by the School, the student’s family or legal custodian must provide evidence to DIAC of appropriate care arrangements (as per Visa Application Checklists on the DIAC website.)

Additionally, in Queensland,

(i) the Education (Overseas Student) Regulation 1998 requires education providers to have a policy for unaccompanied students to be accommodated with an approved family. The policy must have guidelines for the selection of the family, criteria for accommodation, meals and other services, and an orientation program for “new” host families, and

(ii) the Commission for Children and Young People and Child Guardian Act 2000 and Regulations of 2001 require Homestay providers to have a blue card, and Homestay Program operators to have a Risk Management Strategy in place which meets legislative requirements and which is reviewed annually. Please see http://www.ccypcg.qld.gov.au/employment/index.html for further details.

The requirement for operators of Homestay Programs to have a Risk Management Strategy in place is applicable for providers of accommodation for study tours as well as for students studying for longer periods of time.


There are a number of resources Schools might like to have on hand to assist with welfare provision for overseas students. Some of these are listed below.

- Information about Overseas Student Health Cover (OSHC). It is compulsory for overseas students to have health insurance. This is arranged by the School on behalf of students. Information is available from the insurance provider. Some providers may have brochures etc., available in different languages. Please see http://www.studyinaustralia.gov.au/Sia/en/StudyCosts/OSHC.htm for links to OSHC websites and information for students.

- The Australian Medical Association – Qld (AMAQ) keeps a list of doctors (members of the Association throughout Queensland) who speak other
languages (LOTEs). If contacted, they are happy to advise contact details and LOTEs of doctors in a specific area. Tel: (07) 3872 2222.

- IDP produces a homestay booklet “G’day to Homestay”. Previously this could be purchased in a range of languages, but is now only produced in English, and is free to download from: [http://www.idp.com/about_idp/publications/publication_orders.aspx](http://www.idp.com/about_idp/publications/publication_orders.aspx)

Please see QCEC Homestay Handbook for further resources for Homestay programs


- The Study in Australia website has been enhanced to provide more information to overseas students about living in Australia: [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au).

7. RECRUITMENT OF STUDENTS

Recruitment of overseas students into short and long term programs can happen in a variety of ways, depending on individual school programs, enrolment targets and management practices.

Recruitment methods include but are not limited to

- Word of mouth
- Personal and school to school relationships
- Marketing onshore and offshore – electronically and in person
- Using Education Agents or Consultants

Only CRICOS registered schools may recruit overseas students intending to apply for a student visa. Marketing and recruitment obligations under the National Code of Practice do not apply for students entering the country with a visitor’s visa.

CRICOS registered schools should be aware of the compliance requirements* related to marketing and recruitment of overseas students. For example, the mandatory information which must be given to students before enrolment may affect marketing materials the school provides.

* See Page 10 of the National Code 2007

A number of organisations and government agencies are available to assist schools in recruitment of overseas students. Australian Education International (AEI), Austrade and IDP Education Australia (IDP) are three major organisations involved in overseas marketing for education export nationally.

In Queensland education exporters are supported through the State government through Queensland Education and Training International (QETI), and through the overseas Trade Queensland Offices.

QETI can be contacted at QETI@trade.qld.gov.au. QETI also manages the Study Queensland website: [www.studyqueensland.qld.edu.au](http://www.studyqueensland.qld.edu.au) which has information for students as well as an industry portal for stakeholders. For industry resources, information about QETI activities including Queensland overseas student statistics please register at: [http://www.studyqueensland.qld.edu.au/industryportalapp/default.aspx](http://www.studyqueensland.qld.edu.au/industryportalapp/default.aspx).

Schools may also wish to link in to recruitment activities locally where regional education marketing groups operate, for example, [Study Brisbane](http://www.studysmart.org.au/studybrisbane), [Study Gold Coast](http://www.gaqa.org/goldcoast), [Study Cairns](http://www.cairnseducation.com), [Study Townsville](http://www.townsvilletourism.com), [Sunshine Coast Education](http://www.sunshinecoasteducation.com), [Edmac](http://www.edmac.com.au); [Education Hervey Bay](http://www.educationherveybay.com).

### 7.1 Australian Education International (AEI)

Australian Education International (AEI) is the international arm of the Federal Department of Education, Employment and Workplace Relations (DEEWR), with a network of offices and representatives around the world: [www.aei.gov.au](http://www.aei.gov.au).


### 7.2 Austrade


*If offshore and in need of urgent consular assistance the after hours DFAT emergency number is +61 2 6261 3305.*
7.3 IDP

IDP Education Pty Ltd is “a global company offering student recruiting and testing services around the globe. IDP is part-owned by 38 prestigious universities in Australia and represents all education sectors.” IDP now recruits for American institutions as well as Australian institutions. Please see the IDP website for further information: www.idp.com (for clients and industry) and http://www.idp.com/australia/ (for students)

Contact details for the IDP Brisbane Office are:

IDP Education
Shop 20,
215 Adelaide St
Brisbane Qld 4000
Tel: 61 7 3020 6101
Fax: 61 7 3220 0084
E-mail: info.brisbane@idp.com
Web: http://www.australia.idp.com/

Office Hours: Monday - Friday: 10:00am - 5:30pm
IDP also houses the ACER international education research database, as well as conducting and collating other research. Please see http://www.idp.com/research/main.aspx for research available from IDP.
## APPENDIX 1: List of Useful Contacts and Websites

### 1. INTRODUCTION

| PRISMS | prisms@deewr.gov.au  
| PRISMS | Phone: (02) 6240 7647  
| PRISMS | Fax: (02) 6123 7558  
| ESOS (General Enquiries) | [ESOS Online Enquiry Form](https://esos.deewr.gov.au)  
| ESOS (General Enquiries) | Phone: (02) 6240 5069  
| ESOS (General Enquiries) | Fax: (02) 6240 7789  
| Visa Inquiries | Phone: 131 881 (within Australia)  
| Annual Registration Charge (ARC) Hotline | esosarcmailbox@deewr.gov.au  
| Annual Registration Charge (ARC) Hotline | Phone: 1300 793 993 (October to April each year within Australia) |

### 2. VISAS

Department of Immigration and Citizenship (DIAC) website: [www.immi.gov.au](http://www.immi.gov.au)

DIAC contact number: 131881

DEEWR Help Desk Contacts for eligibility for Recurrent Grant Funding  
Tel: 1800 677 027 Option 2  
email: [Grantsanddata.help@deewr.gov.au](mailto:Grantsanddata.help@deewr.gov.au)

DEEWR link for international student definitions and visa eligibility for GRG funding:  

Overview of OSP Agency responsibilities:  

Recent Changes to Legislation and Visa Conditions:  

Student Visa Update Service:  
Countries and Assessment Levels:

OSHC:

Care Arrangements for Students under 18 Years of Age:

Visa application checklists:
Enter a visa category and AL: http://www.immi.gov.au/students/checklists/

Visa Entitlement Verification Online (VEVO):

3. ENROLLING FULL FEE PAYING OVERSEAS STUDENTS (FFPOS)

Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).


ESOS Review:


DEEWR information Getting Started in International Education:

State Information for CRICOS Registration:

Manager
International Quality Unit (CRICOS)
Telephone: +61 7 3225 2442
Email: cricosreg@deta.qld.gov.au
LMB 527
BRISBANE QLD 4000
Website:

Annual Registration Charge (ARC) calculation and penalty for late payment:
Independent Schools Council of Australia (ISCA) transition support handbook for non-government schools: www.isca.edu.au
The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007


ESOS Assurance Fund: http://esosassurancefund.com.au

PRISMS: https://prisms.deewr.gov.au

Provider User Guide to PRISMS:

General Enquiries ESOS:
http://aei.gov.au/aei/esos/EnquiryForm.aspx, or to T: (02) 6240 5069 or F: (02) 6123 5870.

4. ENGLISH LEVELS OF OVERSEAS STUDENTS

IELTS: www.ielts.org

Australian Education Assessment Services (AEAS): www.aeas.com.au

Pearson Test of English: http://pearsonpte.com/Pages/Home.aspx

5. PRELIMINARY ENGLISH COURSES AND PROVIDER ACCREDITATION

The National ELT Accreditation Scheme (NEAS): www.neas.org.au

6. STUDENT WELFARE

The Commission of Children and Young People website:

Homestay Risk Management Strategy:

Overseas Student Health Cover:

Australian Medical Association – Qld (AMAQ) (for doctors with LOTEs)
Tel: (07) 3872 2222

IDP G’day to Homestay Booklet (in English only, free download): http://www.idp.com/about_idp/publications/publication_orders.aspx


Study in Australia website: www.studyinaustralia.gov.au (see sections and links under "Living in Australia).

7. RECRUITMENT OF STUDENTS

Queensland Education and Training International (QETI) email: QETI@trade.qld.gov.au

Study Queensland: www.studyqueensland.qld.edu.au


Study Brisbane: www.studybrisbane.com.au

Study Gold Coast: http://www.studygoldcoast.org.au/

Study Cairns: www.studycairns.com.au

Study Townsville: www.studytownsville.com.au


Education Hervey Bay: http://www.edherveybay.org/

AEI: www.aei.gov.au


Austrade: www.austrade.gov.au

Austrade International Education Services:  

Austrade Industry / Country profiles - under “Education” at:  

Austrade Calendar of Education events:  

Department of Foreign Affairs and Trade (DFAT):  www.dfat.gov.au

(Online Registration if travelling overseas):  

DFAT emergency after hours number: +61 2 6261 3305

IDP  www.idp.com  (for clients and industry)

IDP  http://www.idp.com/australia/  (for students)

Contact details IDP Brisbane Office:  
Shop 20, 215 Adelaide St, Brisbane Qld 4000  
Tel:  61 7 3020 6101 Fax: 61 7 3220 0084 E-mail: info.brisbane@idp.com

## APPENDIX 2: International Education Acronyms

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACPET</td>
<td>Australian Council for Private Education and Training</td>
<td><a href="http://www.acpet.edu.au">www.acpet.edu.au</a></td>
</tr>
<tr>
<td>AIEC</td>
<td>Annual Australian International Education Conference organized by IEAA and IDP</td>
<td><a href="http://www.aiec.idp.com">www.aiec.idp.com</a></td>
</tr>
<tr>
<td>DFAT</td>
<td>Department of Foreign Affairs and Trade</td>
<td><a href="http://www.dfat.gov.au">www.dfat.gov.au</a></td>
</tr>
<tr>
<td>DIAC</td>
<td>Department of Immigration and Citizenship</td>
<td><a href="http://www.immi.gov.au">www.immi.gov.au</a></td>
</tr>
<tr>
<td>EATC</td>
<td>Education Agents Training Course</td>
<td><a href="http://www.pieronline.org/eatc/">http://www.pieronline.org/eatc/</a></td>
</tr>
<tr>
<td>eCoE or CoE</td>
<td>electronic Confirmation of Enrolment or Confirmation of Enrolment</td>
<td>&lt;br&gt;now not used as a DEEWR term.</td>
</tr>
<tr>
<td>EDMG</td>
<td>Export Market Development Grant (See Austrade)</td>
<td>&lt;br&gt;now not used as a DEEWR term.</td>
</tr>
<tr>
<td>ELICOS</td>
<td>English Language Intensive Course for Overseas Students</td>
<td>&lt;br&gt;now not used as a DEEWR term.</td>
</tr>
<tr>
<td>ELT</td>
<td>English Language Training</td>
<td>&lt;br&gt;now not used as a DEEWR term.</td>
</tr>
<tr>
<td>ESL</td>
<td>English as a Second Language</td>
<td>&lt;br&gt;now not used as a DEEWR term.</td>
</tr>
<tr>
<td>ESOS (Act)</td>
<td>Education Services for Overseas Students (Act) see ESOS Framework</td>
<td>&lt;br&gt;now not used as a DEEWR term.</td>
</tr>
<tr>
<td>FFPOS</td>
<td>Full Fee Paying Overseas Students – now not used as a DEEWR term.</td>
<td>&lt;br&gt;now not used as a DEEWR term.</td>
</tr>
<tr>
<td>IDP</td>
<td>Now known only as IDP - Education Agency previously owned by Australian Universities to market Australian Education abroad, now a public company marketing USA as well as Australia as a study destination</td>
<td><a href="http://www.idp.com">www.idp.com</a></td>
</tr>
<tr>
<td>ISQ</td>
<td>Independent Schools Queensland</td>
<td><a href="http://www.aisq.qld.edu.au">www.aisq.qld.edu.au</a></td>
</tr>
<tr>
<td>LOTE</td>
<td>Language Other Than English</td>
<td>&lt;br&gt;now not used as a DEEWR term.</td>
</tr>
<tr>
<td>Acronym</td>
<td>Description</td>
<td></td>
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<tr>
<td>---------</td>
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<td></td>
</tr>
<tr>
<td>NLLIA ESL Bandscales</td>
<td>National Languages and Literacy Institute of Australia ESL Bandscales</td>
<td></td>
</tr>
<tr>
<td>PRISMS</td>
<td>Provider Registration and Overseas Student Management System (the database that connects CRICOS registered schools to Commonwealth Government Departments of Immigration and Education. See <a href="https://prisms.deewr.gov.au/Logon/Logon.aspx">https://prisms.deewr.gov.au/Logon/Logon.aspx</a>. Online training is now compulsory for all new users.</td>
<td></td>
</tr>
<tr>
<td>PTE</td>
<td>Pearson Test of English <a href="http://pearsonpte.com/Pages/Home.aspx">http://pearsonpte.com/Pages/Home.aspx</a></td>
<td></td>
</tr>
<tr>
<td>QCEC</td>
<td>Queensland Catholic Education Commission <a href="http://www.qcec.catholic.edu.au">www.qcec.catholic.edu.au</a></td>
<td></td>
</tr>
<tr>
<td>QETI</td>
<td>Queensland Education and Training International. Provides support and information to industry via StudyQueensland website: <a href="http://www.studyqueensland.qld.edu.au">www.studyqueensland.qld.edu.au</a></td>
<td></td>
</tr>
<tr>
<td>QNGSIEC</td>
<td>Queensland Non-Government Schools International Education Co-operative. Formerly a joint initiative of ISQ and QCEC supported by funding from the Queensland Government (2003-2009)</td>
<td></td>
</tr>
<tr>
<td>TAS</td>
<td>Tuition Assurance Scheme (See ESOS website – does not apply to non-government schools in receipt of commonwealth funding at time of writing, but this models of tuition assurance are being reviewed.)</td>
<td></td>
</tr>
<tr>
<td>TESOL</td>
<td>Teaching of English to Speakers of Other Languages</td>
<td></td>
</tr>
<tr>
<td>TOEFL</td>
<td>Test of English as a Foreign Language <a href="http://www.toefl.org">www.toefl.org</a></td>
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</tr>
</tbody>
</table>
APPENDIX 3
Summary of Introduction of English Language Testing Requirements for certain Assessment Level 4 School Students from 1 April 2004.

From 1 April 2004 all AL4 students aged 16 years or older who apply for a student visa from outside Australia must provide satisfactory results of an English language test.

Provide evidence of an IELTS test with an overall band score of 5.0 for school entry or an overall band score of 4.0 for preliminary ELICOS of 30 weeks or less.

OR access WAIVER PROVISIONS

Students aged 16 years or older from
- Cambodia
- Jordan
- Pakistan

Provide evidence the test is not necessary and should be waived. eg evidence of an alternative, comparable test result or previous study in English of at least 12 months in duration

Provide evidence of previous study of English

1. Completed PRC Middle School Certificate (Year 9) and
2. obtained a result allowing progress into academic stream in PRC Senior Secondary School and
3. studied English from Years 7-9 and obtained at least 75% for English language studies in Middle School

Criterion 1

OR

Provide evidence of an acceptable alternative test under given conditions
See Form: “Advice on tests conducted in English”

1. Satisfactory results
2. Test must undertaken objectively, in English, under appropriate test conditions with a qualified tester

Criterion 2

To be approved by DIMIA, an agent must:
- have signed the “Education agent undertakings and consent” section of the “Details of nominated education agent” form
- have a written agreement with the provider
- have lodged at least 10 PRC school (subclass 57) applications in 2002/03 (or 2003/04 in the second year of the waiver) and had a success rate of 70% or better
- undertake to update the provider monthly with numbers of applications lodged, including reasons for refusal
- give consent to DIMIA to release information to the provider of the total number of school applications lodged and their outcomes

Lodge application through DIMIA approved agent nominated by education provider. #

Provide letter of support for waiver from education provider*

* This option is only for the first year of the waiver (1 April 2004 - 31 March 2005). To maintain this option in the second year of the waiver, the provider must have a 70% or better approval rate of applications supported.

Students aged 16 years or older from the People’s Republic of China (PRC) must meet 2 Criteria

1. Satisfactory results
2. Test must undertaken objectively, in English, under appropriate test conditions with a qualified tester

OR

Provide evidence of an IELTS test with an overall band score of 5.0 for school entry or an overall band score of 4.0 for preliminary ELICOS of 30 weeks or less.
### APPENDIX 4

#### Compliance Overview:
Overseas students attending non-government schools

<table>
<thead>
<tr>
<th>FAQs: COMPLIANCE</th>
<th>Required by</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>DEEWR/ESOS</td>
</tr>
<tr>
<td><strong>Visa students (FFPOS) &gt; 3 months</strong></td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td>2007 National Code + other ESOS</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Short term students &lt; 3 months = Tourist visa (incl. study tours)</strong></td>
<td>X</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Registered exchange student</strong></td>
<td>X</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>School Age Dependants of temporary visa holders</strong></td>
<td>X</td>
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<tr>
<td></td>
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</tr>
</tbody>
</table>

Queensland Catholic Education Commission
Level 1, 143 Edward Street, Brisbane Qld 4000 GPO Box 2441, Brisbane Qld 4001
Ph +61 7 3336 9306 Fax +61 7 3229 0907 Email: enquiries@qcec.catholic.edu.au
www.qcec.catholic.edu.au ABN  57 525 935 419