



ESOS FRAMEWORK AND GUIDE TO COMPLIANCE

UNSW

CRICOS PROVIDER CODE: 00098G

(Includes UNSW Canberra, UNSW Foundation Year offered by UNSW Global Pty Ltd and Study Abroad programs under the UNSW CRICOS Provider Code)

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GLOSSARY

AEI	Australian Education International (international arm of DET)
ARC	Annual Registration Charge
ASQA	Australian Skills Quality Authority
CAAW	Confirmation of Appropriate Accommodation and Welfare (DIBP pro-forma letter available through PRISMS)
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
DET¹	Department of Education and Training
DIBP	Department of Immigration and Border Protection
Designated Authority	Organisation responsible under the ESOS Act 2000 for approving providers of courses to overseas students
DoD	Department of Defence
eCoE	Electronic Confirmation of Enrolment
ELP	English language proficiency
ESOS Agency	Designated Entity for a provider or registered provider as set out in section 6C of ESOS Act 2000. The ESOS Agency for higher education providers will be TEQSA.
DET	Executive Team (UNSW)
ESOS Act	Education Services for Overseas Student Act, 2000
GRS	Graduate Research School
International Student	A person who enrolls at UNSW who is not a citizen or permanent resident of Australia, or a citizen of New Zealand
NARIC	(UK) National Recognition Information Centre
National Code	National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2017 (part of the ESOS legislation)
NOOSR	National Office of Overseas Skills Recognition (Australia)

¹ Due to Machinery of Government changes, all outdated references - DEEWR, DEST, DIISR, DIISRTE, DIICCSRTE or DIAC – in this document, with the exception of direct quotes from the National Code, have been replaced with the Department of Education and Training or the Department of Immigration and Border Protection.’ Editorial changes have not been made to the National Code, as it is a Legislative Instrument. Outdated references will be completed when legislation is updated in the future.’ (Source: [AEI website](#))

OSHC	Overseas Student Health Cover
Overseas Student	Term used in the ESOS legislation to refer to international students
PA	Program Authority
PEO	Principal Executive Officer
PR	Permanent Residence
PRISMS	Provider Registration and International Students Management System – owned by DET
VPI	Vice-President International
RPL	Recognition of Prior Learning
SAS	Student Administrative Services
SASG	Student and Academic Support Group
SCV	Student Course Variation
SDI	Student Development International
SD	Student Development
Secretary	Secretary, DET
SiMS	UNSW Student Information Management System
TEQSA	Tertiary Education Quality and Standards Agency and designated authority and ESOS Agency for higher education providers under the ESOS Act 2000 (as amended)
TPS	Tuition Protection Service
UNSW Canberra	University of New South Wales, Canberra at the Australian Defence Force Academy
UNSWIL	UNSW Institute of Languages

EDUCATION SERVICES FOR OVERSEAS STUDENTS ACT 2000 (Amended 2015)

SUMMARY

Jurisdiction	Commonwealth
Compliance Obligation	To comply with the obligations of a registered provider
Regulations & Standards	ESOS Regulations 2001 ESOS Act 2000 – National Code 2017 ESOS Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012 ESOS (Registration Charges) Amendment (Tuition Protection Service) Act 2012 ESOS (TPS Levies) Act 2012 Tertiary Education Quality and Standards Agency Act 2011
Implications for non-compliance	Body corporate liable and/or individuals: <ul style="list-style-type: none">- Financial penalties (Maximum 100 penalty points - \$11,000)- Imprisonment Criminal code applied to all offences against this Act.
ET Responsibility	Deputy Vice-Chancellor Academic
Responsible Officer	Director, Student Hub
Operational Responsibility	Director, Student Hub
Application	All staff involved in providing services to overseas students
Training	Manager, Student Development
Compliance Assessment	Annual Declaration of Conformity Internal audit External audit every five years

AMENDMENTS TO ESOS COMPLIANCE FRAMEWORK AND GUIDE TO COMPLIANCE

For amendments to this document, please advise:

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ESOS COMPLIANCE FRAMEWORK

Introduction

The Education Services for Overseas Students (ESOS) legislative framework comprises the following:

- The ESOS Act 2000 (amended 2015)
- The ESOS Regulations 2001
- The ESOS (Registration Charges) Act 1997 (amended in 2000)
- ESOS Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012
- ESOS (Registration Charges) Amendment (Tuition Protection Service) Act 2012
- ESOS (TPS Levies) Act 2012
- Tertiary Education Quality and Standards Agency Act 2011; and
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (The National Code 2017).

The Department of Education and Training (DET) regulates the education and training sector's involvement with overseas students studying in Australia on student visas. It does this through the Education Services for Overseas Students legislative framework (see above). This protects Australia's reputation for delivering quality education services and the interests of overseas students, by setting minimum standards and providing tuition and financial assurance.

The legislation mandates a nationally consistent approach to registering education providers so that the quality of the tuition and care of students remains high. The professionalism and integrity of the industry is further strengthened by the ESOS legislation's interface with immigration law. This imposes visa related reporting requirements on both students and providers.

TEQSA and ASQA have authority over the registration of programs and providers within their respective jurisdictions. TEQSA is the national regulator and designated authority for the Higher Education sector and has responsibility for the following providers:

- Higher Education providers registered under the TEQSA Act 2011
- ELICOS providers if they have an entry arrangement with at least one registered Higher Education provider
- Foundation Program providers

ASQA is the national regulator for the vocational education and training sector.

Each year registered providers are required to submit a Declaration of Conformity with the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2017* (National Code) to designated authority, TEQSA.

The purpose of this Framework and Guide is to outline the requirements of the ESOS legislation and National Code 2017 for UNSW and UNSW Canberra as CRICOS-registered providers under the code 00098G.

UNSW has delegated compliance responsibilities for UNSW Foundation Studies to UNSW Global Pty Ltd under UNSW's CRICOS code (00098G). UNSW Global also has compliance responsibilities in relation to delivery of English language courses to international students under its own CRICOS code (010 20K).

This is a working document, updated annually, for staff at the University of New South Wales including UNSW Foundation Studies, and UNSW Canberra.

Scope

The ESOS legislation benefits two particular groups:

- It protects overseas students coming to Australia on student visas.
- It sets out clear roles and responsibilities for education institutions wanting to teach overseas students.

The ESOS Act applies to:

- UNSW as a registered provider
- UNSW staff members with responsibilities for the administration or delivery of UNSW programs, courses and services to international students
- Prospective and current UNSW international students
- The Department of Immigration and Border Protection (DIBP) (Commonwealth)
- The Department of Education and Training (DET) (Commonwealth)
- The Tertiary Education Quality and Standards Agency
- Agents who recruit students for UNSW and/or UNSW Foundation Studies
- Any persons purporting to represent or recruit students for UNSW and/or UNSW Foundation Studies
- Associates of UNSW (as defined in the ESOS Act).

The ESOS Act does NOT apply to:

- UNSW programs taught offshore (these are regulated by other means)
- International students enrolled at UNSW who are holding visas OTHER THAN student visas, e.g. Australian bridging, temporary resident, visitor or other visas
- Students enrolled offshore or studying entirely online or in distance education mode
- Australia Awards/Defence student visa holders.

Responsibility

ESOS compliance is a university-wide responsibility, commitment and effort on the part of each staff member, and is led by the Deputy Vice-Chancellor Academic who has Executive Team responsibility and the Director, Student Hub who has overall operational responsibility.

The Vice-Chancellor, as the Principal Executive Officer (PEO), is responsible for ensuring compliance.

ESOS ENFORCEMENT – Sanctions and Powers

As a registered provider, UNSW will face severe penalties and sanctions for breaches of the ESOS Acts and the National Code.

Where there are reasonable grounds to believe that a registered provider or an associate of a registered provider is breaching, or has breached the ESOS Acts, the ESOS Regulations, the National Code, or a condition of the provider's registration, sanctions may be imposed against the provider.

Sanctions include suspension and cancellation of, and the imposition of conditions on, a provider's ability to enrol international students.

Examples of conditions that may be imposed are:

- that a limitation be placed on the number of further international students that a provider may enrol; and/or
- the provider not deal with a specified agent in relation to international students; and/or
- the provider must not accept any new students from a particular country; and/or
- the provider must not provide a specified program to international students.

Heavy fines can also be imposed on providers. The Criminal Code applies to all offences against these Acts.

ESOS Legislative Framework

The [ESOS Acts and Regulations](#) set out the legal framework for the delivery of education to overseas students. They govern:

- which providers may be registered
- the CRICOS registration process
- obligations of providers
- tuition assurance and consumer protection mechanisms
- enforcement and compliance powers
- charges providers pay to enrol overseas students.

Annual Registration Charge

Under Section 23 of the ESOS Act, as a CRICOS-registered provider, UNSW is required to pay an Annual Registration Charge by the last business day of February of the year.

Failure to comply will result in automatic suspension of UNSW's CRICOS registration.

Suspension is removed (Section 90 (2)) when the provider has paid:

- (a) the amount owing; and
- (b) the associated late payment penalty; and
- (c) the associated reinstatement fee.

Tuition Protection Service (TPS)

The TPS replaces the ESOS Assurance Fund.

The TPS, which commenced on 1 July 2012, is a universal insurance scheme for international students to ensure that they are placed in alternative courses or refunded fees if their course cannot be taught and that they receive any refunds due to them even if their course can be taught.

All CRICOS registered providers, including public providers who were previously exempt, must contribute annually to the TPS according to the risk they present to students and the sector.

TPS Levy

TPS levy contributions will commence in 2013 and will consist of:

- an Administrative Fee – per provider and per enrolment
- a Base Fee – per provider and per enrolment
- a risk based fee – public providers do not have to pay the risk fee as they are considered to present an extremely low risk of closure
- Special Levy – initially set at zero, however, the TPS Director may impose a levy during periods of market buoyancy to bolster the Overseas Student Tuition Fund against future periods of market instability

The TPS Director will invoice CRICOS registered providers in January. Levy monies will contribute to the Overseas Student Tuition Fund (OSTF) which will be used to facilitate the refund of fees and placement of students in the event of a Provider default.

Penalty for Non-Payment of TPS Levy

Non-payment of levy will result in automatic suspension of Provider's CRICOS registration which will prevent the Provider from accepting any international students.

NATIONAL CODE OF PRACTICE (2017)

Introduction

The National Code is established under the *Education Services for Overseas Students (ESOS) Act 2000*. To become CRICOS-registered a provider must demonstrate that it complies with the requirements of the National Code. The National Code is a legislative instrument. It is legally enforceable and breaches of the National Code by providers can result in enforcement action under the ESOS Act. This includes conditions on registration, suspension or cancellation of registration.

The National Code complements existing national quality assurance frameworks in education and training including the Australian Quality Training Framework (for registered vocational education and training providers offering these courses) and the National Protocols for Higher Education Approval Processes (for institutions offering higher education qualifications).

The updated National Code of Practice for Providers of Education and Training to Overseas Students 2017 came into effect on 10 April 2017. The new code is simply an administrative update which adopts terminology consistent with the Education Services for Overseas Students Act 2000 (ESOS Act) as amended in 2015. It also aligns the registration process under the ESOS Act, which took effect on 1 July 2016. The substantive content of this National Code is consistent with the version of the code (dated 2007) it replaced. This version of the National Code will be replaced later this year by a new National Code, consistent with the recent consultation process conducted by the Department of Education and Training. All CRICOS-registered providers must comply with the provisions of the [National Code of Practice 2017](#).

The National Code of Practice 2017 consists of four parts:

- **Part A** includes a description of its role in the ESOS legislative framework and its purpose and objectives;
- **Part B** outlines the roles and responsibilities of the Australian State and Territory governments which share the responsibility for implementing the Code;
- **Part C** explains the CRICOS registration process including the providers' requirements and obligations;
- **Part D** provides 15 Standards that providers must meet in their interactions with international students.

Compliance with the National Code – Self-Accrediting Providers

Compliance with the National Code by registered providers which are self-accrediting providers is assessed through an annual Declaration of Conformity with the National Code and, once every five years an independent external audit report. The designated authority or DET may still undertake compliance visits to registered self-accrediting providers in the event that the designated authority or DET deem this necessary. (National Code 2017 Part D – Standards for Registered Providers)

All staff at UNSW and UNSW Canberra providing services to international students are required to complete worksheets for their areas of responsibility demonstrating compliance with the relevant Standard/s of the National Code 2017 and sign a declaration to that effect.

The annual review of compliance at UNSW is coordinated by the Office of the Director, Student Hub. At UNSW Canberra it is coordinated by the Student Administrative Services Office.

Declaration of Conformity

As a registered self-accrediting provider, UNSW is also required to provide annually to the designated authority a Declaration of Conformity with the National Code 2017 Part D – Standards for Registered Providers) which contains the following:

- Unique identification of the Declaration of Conformity
- The name and contact address of the registered provider
- The CRICOS number of the registered provider
- A statement that the registered provider conforms with the National Code
- The date of the Declaration of Conformity
- The signature of the Principal Executive Officer
- Reference to the existence of any associated supporting documentation, and
- A report on the implementation of any corrective and preventative actions identified as being necessary.

Audit Requirements

As a registered self-accrediting provider, UNSW must undertake an independent external audit once every five years which must assess its compliance with the National Code and include a full inspection of the premises. The results of this audit are to be provided to the designated authority.

LEGISLATIVE REQUIREMENTS	Procedure/Requirement	How UNSW ensures compliance	Person/s responsible	Penalties
<p>Commonwealth: ESOS Act 2000 (amended 2015) Section 23</p> <p>Payment of Annual Registration Charge (ARC) by last business day of February of the year</p>	<p>In January DET writes to PEO advising that payment of ARC is due.</p> <p>International Office advised by PEO or representative to initiate payment procedures.</p> <p>UNSW Canberra ARC comes under the 00098G CRICOS Code</p>	<p>PRISMS send an email to PEO in January (cc to business contacts) to remind him/her of the date of the last day to update records in PRISMS prior to the close of the invoicing period.</p> <p>January, April and September ESOS Student Coordinator deletes duplicate eCoEs and ensures records in PRISMS are accurate prior to invoicing.</p> <p>Invoice sent to PEO late January. Cheque drawn by Accounts Payable, International Office.</p>	<p>Vice-Chancellor Executive Director, UNSW International Manager, SD ESOS Student Coordinator Deputy Vice-Chancellor Academic Manager, SAS, UNSW Canberra</p>	<p>Non-payment results in automatic suspension of institution's CRICOS registration.</p>

Legislative Requirements	Procedure/Requirement	How UNSW ensures compliance	Person/s responsible	Penalties
<p>Commonwealth (cont)</p> <p>ESOS Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012</p>	<p>Part 5a, Subdivision B – TPS Levy</p> <ul style="list-style-type: none"> • TPS Director sets levy annually • Written notice to each provider of amount of TPS Levy in January each year • Provider may seek review of TPS levy from the AAT • TPS Director to notify the ESOS Agency if a registered provider has not paid by the end of 7 days after a reminder notice 	<p>TPS levy invoice is sent to PEO and Executive Director, UNSW International with payment due 28 days from the date of the invoice</p> <p>Cheque drawn by Accounts Payable, UNSW International</p>	<p>Executive Director, UNSW International</p>	<p>Section 90: Provider's registration is automatically suspended for failure to comply with the reminder notice</p>
	<p>Section 19 – Giving information about accepted students</p> <p>A registered provider must give particulars of a breach by an accepted student of a prescribed condition of a student visa even if the student has ceased to be an accepted student of the provider (e.g. a student cannot avoid being reported to DIBP for non-attendance or failure to progress by cancelling their CoE)</p>	<p>Any changes to accepted student information is reported in PRISMS by the responsible areas within the University</p> <ul style="list-style-type: none"> • SDI <ul style="list-style-type: none"> ○ Leave of Absence ○ Discontinuation ○ Early completion ○ Failure to re-enrol ○ Suspended/Excluded ○ Change of address for under 18's ○ Student misconduct 	<p>Manager, SD</p>	<p>60 penalty units plus Division 1 of Part 6 - conditions, suspension, cancellation</p>

<p>Commonwealth (cont)</p> <p>ESOS Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012</p>		<ul style="list-style-type: none"> • UNSW International (Exchange/Study Abroad) <ul style="list-style-type: none"> ○ Leave of Absence ○ Discontinuation • UNSW Canberra <ul style="list-style-type: none"> ○ Leave of Absence ○ Discontinuation ○ Early completion ○ Failure to re-enrol ○ Suspended/Excluded ○ Student misconduct • UNSW Global <ul style="list-style-type: none"> ○ Leave of Absence ○ Discontinuation ○ Early completion ○ Failure to re-enrol ○ Suspended/Excluded ○ Change of address ○ Student misconduct 		

<p>Commonwealth (cont)</p> <p>ESOS Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012</p> <p>Commonwealth (cont)</p>	<p>Section 21 – Record Keeping</p> <ul style="list-style-type: none"> • Requirement to update records of assessment when the student completes an approved unit of study for a course • A procedure to confirm in writing and update student contact details (address, mobile and email if any) at least every six months 	<p>As part of the assessment process final results are uploaded to student records at the completion of each Semester</p> <p>Student Services & Systems</p> <ul style="list-style-type: none"> • Write to all international students each Semester to remind them to check and update all their contact details via myUNSW • Issue a formal reminder to student visa holders to update student contact details, including mobile phone number (if any) and check their visa status via vivo every 6 months via myUNSW <p>UNSW Global Student Life (Foundation Studies)</p> <ul style="list-style-type: none"> • Write to all international students each Semester to remind them to check and update all their contact details • Issue a formal reminder to student visa holders to update student contact details, including mobile phone number (if any) and check their visa status via VEVO every 6 months 	<p>Assistant Director, Student Services & Systems</p> <p>Manager, Admissions and Enrolment, UNSW Global</p>	<p>Penalties: 60 penalty units plus conditions, suspension, cancellation</p>
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<p>ESOS Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012</p>	<p>Sections 24 – 26 – TPS levies</p> <p>Providers are required to pay a TPS levy for each calendar year and disclose information related to determining the amount of the levy</p>	<p>Student Development International Student data in PRISMS which assists determining the payable TPS levy is kept updated by SDI. SDI follows internal procedures to ensure all information is current in accordance with legislative requirements.</p> <p>UNSW International TPS levy invoice is sent to PEO and Executive Director, UNSW International with payment due 28 days from date of invoice Cheque drawn by Accounts Payable, UNSW International</p>	<p>Manager, SD</p> <p>Executive Director, UNSW International</p>	<p>Division 1 of Part 6 plus Section 108</p>
<p>Commonwealth (cont)</p> <p>ESOS Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012</p>	<p>Section 27 – Limits on pre-paid tuition fees</p> <ul style="list-style-type: none"> • Must not receive more than 50% of the student’s total tuition fees for a course before the student has begun the course unless <ul style="list-style-type: none"> i. Either the student or person responsible for paying the fees choose to pay more than 50% ii. The course has a duration of 25 weeks or less <p>Section 46B – Notification of provider default</p>	<p>UNSW Admissions Offer letter outlines deposit requirements which are either AUD\$6,000, \$1,000 or \$12,000 (all of which are under 50% of the total tuition fees) depending on the applicants’ country of origin. Further fees are not required until the student arrives in Australia and enrolls.</p> <p>GRS Offer letter outlines deposit requirements, which are either AUD\$6,000 or AUD\$12,000 (all of which are under 50% of the total tuition fees) depending on the applicants’ country of origin. Further fees are not required until student arrives in Australia and enrolls.</p> <p>UNSW Global (Foundation Studies) Offer letter outlines deposit amount. Students</p>	<p>Assistant Director, Admissions</p> <p>GRS Deputy Director, GRS</p> <p>Manager, Admission and</p>	<p>Division 1 of Part 6</p> <p>Division 1 of Part 6</p>

<p>Commonwealth (cont)</p>	<ul style="list-style-type: none"> Notify ESOS Agency and TPS Director within 3 days of provider default <p>Notify students in writing</p>	<p>can choose to pay the full amount in advance or in instalments.</p> <p>In the event of UNSW defaulting on a program, the Director, Student Hub would advise the Secretary or delegate and the TPS Director within the required timeframe</p> <p>Director, Student Hub would arrange for the Admissions Office (students with offers) and Student Central (currently enrolled students) to advise all students enrolled in that program</p>	<p>Enrolment, UNSW Global</p> <p>Director, Student Hub</p>	
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<p>ESOS Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012</p>	<p>Section 27 – Limits on pre-paid tuition fees</p> <ul style="list-style-type: none"> • Must not receive more than 50% of the student’s total tuition fees for a course before the student has begun the course unless the course has only one study period, i.e., 24 weeks or less • Must not require any remaining fees earlier than two weeks before the start of the students second study period <p>Section 46B – Notification of provider default</p> <ul style="list-style-type: none"> • Notify Secretary (or delegate) and TPS Director within 3 days of provider default • Notify students in writing 	<p>UNSW Admissions Offer letter outlines deposit requirements which are either AUD\$6,000, \$1,000 or \$12,000 (all of which are under 50% of the total tuition fees) depending on the applicants’ country of origin. Further fees are not required until the student arrives in Australia and enrolls.</p> <p>GRS Offer letter outlines deposit requirements, which are either AUD\$6,000 or AUD\$12,000 (all of which are under 50% of the total tuition fees) depending on the applicants’ country of origin. Further fees are not required until student arrives in Australia and enrolls.</p> <p>In the event of UNSW defaulting on a program, the PVC (Students) and Registrar would advise the Secretary or delegate and the TPS Director within the required timeframe</p> <p>PVC (Students) and Registrar would direct the Admissions Office (students with offers) and Student Central (currently enrolled students) to advise all students enrolled in that program</p> <p>UNSW Global Admissions Offer letter provides payment schedule</p>	<p>Assistant Director, Admissions</p> <p>GRS Manager, Admissions & Scholarships</p> <p>PVC (Students) & Registrar</p>	<p>Division 1 of Part 6</p> <p>Division 1 of Part 6</p>
<p>Commonwealth (cont)</p>	<p>Section 46D – Obligations in case of provider default</p> <p>Within 14 days:</p>	<p>Refunds: Once notified that refund is required Student Services & Systems process that refund within 4 weeks</p>	<p>Assistant Director Student Services & Systems</p>	<p>Section 46E continuing offence – 60 penalty units plus Divisions 1, 3 & 4 of Part 6</p>

ESOS Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012	<ul style="list-style-type: none"> • Either offer the student an alternative place at the provider's expense, that is accepted by the student in writing, or • Refund the student the unused portion of the prepaid fees 	Alternative place: Under arrangement from Director, Student Hub, the Admissions Office would assess students for placement in other programs at UNSW		
	<p>Section 46F – Notify outcome of provider default</p> <p>Notify ESOS Agency and TPS Director of the outcome of a provider default within 7 days of the outcome of a provider default:</p> <ul style="list-style-type: none"> • Details of alternative course or refund 	Director, Student Hub will notify the Secretary or delegate within the stipulated timeframe	Director, Student Hub	Division 1 of Part 6
	<p>Section 47B – Written agreement for student default</p> <p>Provider to have a written agreement setting out the refund requirements in case of student default</p>	<p>UNSW Fee Policy for International Students</p> <p>https://student.unsw.edu.au/fees-policy-international-students</p> <p>Details of refunds are included in all offer letters</p>	Director, Student Services & Systems	Section 47F continuing offence – 60 penalty units plus Division 1 of Part 6
	<p>Section 47D – Refund for student default under written agreement</p> <p>Refund student in accordance with the written agreement within 4 weeks after receiving a written claim except for visa refusal</p>	<p>Student Services & Systems</p> <p>International students who have withdrawn are identified on a weekly basis and contacted to prompt them to submit a fee refund form. Refunds are made within 4 weeks.</p>	Assistant Director, Student Services & Systems	Section 47G continuing offence – 60 penalty units plus Divisions 1 & 4 of Part 6

	<p>Section 47E – Refund in other cases</p> <p>Where a provider has not entered into a written agreement that complies with section 47B or where a student has been refused a visa, the provider must pay the student a refund worked out in accordance with the legislative instrument under subsection 47E(4)</p>	<p>UNSW Admissions UNSW Fee Policy for International Students: https://student.unsw.edu.au/fees-policy-international-students Where a student has been refused a visa, all fees will be refunded within 4 weeks</p> <p>Student Services & Systems UNSW Fee Policy for International Students: https://student.unsw.edu.au/fees-policy-international-students Where a student has been refused a visa, all fees will be refunded within 4 weeks</p> <p>UNSW Global (Admissions) UNSW Global Refunds and Fees Policy was reviewed in 2017. The Policy can be accessed from the UNSW Global website: https://unswglobal.unsw.edu.au/education-agents/esos</p>	<p>Assistant Director, Admissions Office</p> <p>Assistant Director, Student Services & Systems</p> <p>Manager, Admissions and Enrolment, UNSW Global</p>	
	<p>Section 47H – Notify outcome of student default</p> <p>Notify ESOS Agency and TPS Director of outcome of discharge of obligations in cases of student default or where the provider is required to provide a refund, within 7 days of the end of the obligation period</p>	<p>SDI Notice is given via PRISMS to the ESOS Agency and the TPS Director of the outcome of the discharge of obligation within the legislative timeframe by SDI. Reporting via PRISMS is in accordance with SDI internal procedures</p>	<p>Manager, SD</p>	<p>Division 1 of Part 6</p>

NATIONAL CODE 2017 – PART C	Procedure	How UNSW ensures compliance	Person/s responsible	Comments
<p>Registration on CRICOS</p> <p>C3 Providers can only be registered on CRICOS where they have been approved by the designated authority as per Section 9 of the ESOS Act 2000 (amended 2015).</p> <p>C6.1 In addition to meeting the general requirements for registration set out in this part, providers must submit applications for registration and re-registration in a form to be determined by each designated authority that contains at least the information set out in C6.1a-f.</p> <p>C7 Course duration</p> <p>C7.1 Only full-time courses can be registered on CRICOS and registration details must include the duration of the course based on the amount of normal full-time study.</p>	<p>Institution registration</p> <p>For registration of the institution on CRICOS, UNSW provides the designated authority with the information required in C6 of the National Code 2017.</p> <p>New program registration</p> <p>a. New programs must be formally approved before a CRICOS registration can be lodged with TEQSA</p> <p>b. Approval is required by the Faculty Appropriate Standing Committee of the Academic Board</p> <ul style="list-style-type: none"> - Undergraduate, Postgraduate or Research - Academic Board - Chancellor's Committee - Council <p>c. For UNSW, UNSW International will then be informed of the new program by Academic Administration and a registration application will be lodged with TEQSA</p>	<p>Any change to PEO/s is advised to DET and the designated authority via PRISMS by SDI and/or UNSW Canberra.</p> <p>This information is provided annually via the Declarations of Compliance for UNSW and UNSW Canberra.</p> <p>At UNSW, only two staff members are authorised to make amendments to the CRICOS list - Executive Director, UNSW International, and International Operations Manager, UNSW International.</p> <p>At UNSW requests for new CRICOS codes and removal of old CRICOS codes are sent directly to UNSW International for actioning.</p> <p>At UNSW Canberra, requests for new CRICOS codes, removal of old CRICOS codes or other amendments to the CRICOS list are sent directly to UNSW International for actioning.</p> <p>Every few months an email is sent directly from DET to the authorised persons to check if their details are still current and if they remain the</p>	<p>Manager, SD</p> <p>Manager, SAS, UNSW Canberra</p> <p>Vice-Chancellor</p> <p>Rector, UNSW Canberra</p> <p>Executive Director, UNSW International</p> <p>International Operations Manager, UNSW International</p> <p>Manager, SAS, UNSW Canberra</p> <p>Executive Director, UNSW International</p>	<p>For CRICOS Provider Code 00098G</p>

<p>Registration on CRICOS (cont)</p> <p>C7.3 The registered duration of a course on CRICOS must include holiday periods and any approved periods of work-based training.</p> <p>C7.4 Proposed changes to the registered duration of a course must be approved by the designated authority prior to the changes being made.</p> <p>C8 Work-based training must only be approved by a designated authority as part of a CRICOS registered course where it must be undertaken to gain the qualification and appropriate arrangements have been made for the supervision and assessment of overseas students.</p> <p>C9 Mode and place of study Courses delivered entirely by online or distance learning CANNOT be registered on CRICOS. Courses with a distance or online component can only be registered if they</p>	<p>d. For UNSW Canberra, the Manager, SAS will inform UNSW International and a registration application will be lodged with TEQSA.</p> <p>e. If a program was previously formally approved but is not on the current CRICOS list, the Executive Director, UNSW International should be informed.</p> <p>Evidence that the program was approved for international students may need to be provided before it can be added to the list.</p> <p>Deleting a program Faculties must seek approval from Academic Board if a program is no longer delivered. Once approved Academic Administration informs UNSW International and all relevant departments that the program is no longer to be advertised.</p> <p>Changing/Updating a course name (no academic changes) Approval is required by the appropriate committee of the Academic Board (usually Undergraduate Studies or Postgraduate Studies).</p>	<p>correct contact person. If there are changes to authorised persons, the Executive Director, UNSW International will inform the DET and PRISMS accordingly.</p> <p>Check if any students are enrolled in the program -</p> <p>If YES: The program should NOT be deleted from the current CRICOS listing. If a program is deleted from the list whilst there is an international student enrolled in the program their student visa will be cancelled.</p> <p>If NO: The program should be deleted from the current CRICOS listing. Contact the Executive Director, UNSW International who will arrange for the program to be removed from the list.</p> <p>Advise the Executive Director, UNSW International of the change in program name.</p>	<p>Manager, SAS, UNSW Canberra</p> <p>Executive Director, UNSW International</p> <p>Manager, SAS, UNSW Canberra</p>	
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<p>Registration on CRICOS (cont)</p> <p>meet the minimum requirements specified in Standard 9, i.e., not more than 25%.</p> <p>C10 Arrangements with other providers</p> <p>C10.1 Only one provider can be registered per course.</p> <p>C10.2 Designated provider must be notified in writing of all providers involved in providing a registered course.</p> <p>C10.3 The registered provider is responsible under the ESOS Act for breaches of the Act or National Code whatever the nature of its contractual or other arrangements with another provider for that course.</p> <p>C10.4 Proposed changes to arrangements with other providers must be approved by the designated authority prior to the changes being made.</p>		<p>Inform the Executive Director, UNSW International and all relevant departments of the change in program name for advertising in the relevant prospectus.</p> <p>The Executive Director, UNSW International is responsible for the CRICOS code list and for applying for any new codes to be created through the University including UNSW Canberra.</p> <p>All programs that are discontinued must also be removed from the CRICOS list after the last international student has completed the program.</p> <p>Record Retention The CRICOS list is updated at least twice a year. All records of requests to register programs and new codes are stored electronically and in hard copy and remain with the Executive Director, UNSW International.</p>	<p>Executive Director, UNSW International</p>	
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<p>Registration on CRICOS (cont)</p> <p>C11 Inspection of premises</p> <p>C11.2 The designated authority may choose to accept from a registered provider a statement that it satisfies all of the requirements of the National Code without an inspection so long as the course is offered entirely by the registered provider. The designated authority may also accept clear evidence that the facilities meet Standard 14 based on reports from persons authorised by the designated authority to do so.</p> <p>C11.3 Further inspections, including unscheduled visits, are deemed appropriate by the designated authority during the period of registration.</p> <p>C11.4 An inspection will include interviews with management and staff and may include interviews with</p>	<p>See Standard 14</p>			
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<p>Registration on CRICOS (cont)</p> <p>students and other clients of the provider and observations of teaching.</p> <p>C12 Maximum number of students In making this decision the designated authority will consider the capacity of the provider in terms of premises, approved arrangements with other providers, facilities, resources, equipment, materials and staff/student ratios.</p>				
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NATIONAL CODE – PART D – Annual Declaration of Conformity		
Requirement	How UNSW ensures compliance	Person/s Responsible
<p>Compliance by registered providers which are self-accrediting is assessed through an annual declaration of conformity with the National Code, and once every five years by an independent external audit report. The Designated Authority or DEST² may still undertake compliance visits to registered self-accrediting providers in the event that the Designated Authority or DEST deem this necessary</p>	<p>UNSW Annual review prior to completing the annual Declaration of Conformity as required by the Designated Authority. The annual review is coordinated by the Office of the Director, Student Hub.</p> <p>All staff providing services to international students are required to complete worksheets for their areas of responsibility demonstrating compliance with the relevant Standard/s of the National Code 2017 and sign a declaration to that effect.</p> <p>UNSW Canberra Annual review prior to completing the annual Declaration of Conformity as required by the Designated Authority.</p> <p>The annual review is coordinated by the Student Administrative Services Office.</p> <p>All staff providing services to international students are required to complete worksheets for their areas of responsibility demonstrating compliance with the relevant Standard/s of the National Code 2017 and sign a declaration to that effect.</p>	<p>Vice-Chancellor</p> <p>Director, Student Hub</p> <p>Staff/positions as listed in the attached Directory of Persons Responsible</p> <p>Rector, UNSW Canberra</p> <p>Manager, SAS</p> <p>Staff/positions as listed in the attached Directory of Persons Responsible</p>

² Due to Machinery of Government changes, all outdated references - DEEWR, DEST, DIISR, DIISRTTE, DIICCSRTTE or DIAC – in this document, with the exception of direct quotes from the National Code, have been replaced with the Department of Education and Training or the Department of Immigration and Border Protection.’ Editorial changes have not been made to the National Code, as it is a Legislative Instrument. Outdated references will be completed when legislation is updated in the future.’ (Source: [AEI website](#))

NATIONAL CODE – PART D - Standards		
Standard 1- Marketing information and practices	Connects with: <ul style="list-style-type: none"> National Code: Standards 4 & 7; Part C ESOS Act: Sections 8, 9 & 107 	
Outcome of Standard 1: Registered providers ensure that marketing of their education and training services is professional, accurate and maintains the integrity and reputation of the industry and registered providers.	How UNSW ensures compliance	Person/s responsible
1.1 The registered provider must ensure the marketing of its education and training services is undertaken in a professional manner and maintains the integrity and reputation of the industry and registered providers.	Promotional materials for international students are produced by a range of entities across UNSW and include UNSW International, Global Education Office, GRS, Faculties, UNSW Canberra, and UNSW Global (Foundation Studies).	UNSW International Executive Director, UNSW International
1.2 The registered provider must: <ul style="list-style-type: none"> a. clearly identify the registered provider’s name and CRICOS number in written marketing and other material for students, including electronic form, and b. not give false or misleading information or advice in relation to: <ul style="list-style-type: none"> i. claims of association between providers ii. the employment outcomes associated with a course iii. automatic acceptance into another course 	All promotional materials for international students must clearly state the university name and CRICOS provider code 00098G (UNSW and UNSW Canberra). Promotional materials include written materials such as undergraduate and postgraduate international student guides, advertisements, posters, flyers, brochures, event display stands and banners as well as electronic materials such as emails and websites. <p>UNSW International</p> <ul style="list-style-type: none"> Information about UNSW programs as required in the 2017 National Code is included in international publications such as the undergraduate and postgraduate international student guides, and the UNSW International website Promotional materials contain accurate information – content of 	Global Education Office Deputy Director, Global Education & Recruitment Associate Director, Global Education and Student Exchange UNSW Admissions Assistant Director, Admissions UNSW Canberra Manager, SAS Manager, Creative Media Unit, SASG

<p>Standard 1 (cont)</p> <p>iv. possible migration outcomes, or v. any other claims relating to the registered provider, its course or outcomes associated with the course.</p>	<p>promotional materials produced by the International Office are checked by UNSW International marketing staff for accuracy prior to printing</p> <ul style="list-style-type: none"> Promotional materials also refer to websites so that students can access the most up-to-date information online An ESOS compliance declaration is completed by contributors to the undergraduate and postgraduate international student guides and declarations are kept on file by UNSW International Only programs that are CRICOS registered appear in promotional materials. <p>Global Education Office</p> <p><u>Student Exchange</u> All materials are checked by the Associate Director, Global Education and Student Exchange to ensure accuracy and that the CRICOS code is published on all brochures and the website.</p> <p><u>Practicum Exchange</u> All materials are checked by the Associate Director, Global Education and Student Exchange to ensure accuracy and that the CRICOS code is published on all brochures and the website.</p> <p><u>Study Abroad</u> All materials are checked to ensure CRICOS code is published on all brochures and the website. All items are regularly updated and checked by the Deputy Director, Global Education and Recruitment.</p> <p>UNSW Admissions - International Non Award Voluntary \Cross Institutional</p> <p><u>UAC International</u></p> <ul style="list-style-type: none"> All materials are checked by the Systems and Publications Manager, 	<p>GRS Director and Deputy Director, GRS</p> <p>Faculties Arts & Social Sciences: Marketing Manager</p> <p>Business School: Director, Student Experience</p> <p>Built Environment: Manager, Marketing and Communications Unit</p> <p>Art & Design: Student Recruitment Manager</p> <p>Engineering: Director, Marketing and Communications</p> <p>Law: Marketing Manager</p> <p>Medicine: Manager, Marketing & Communications</p> <p>Science: Marketing Manager (interim)</p> <p>AGSM Head of Branding and</p>
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<p>Standard 1 (cont)</p>	<p>Admissions to ensure accuracy and that the CRICOS code is published on all UNSW entries in the UAC brochures and the website.</p> <ul style="list-style-type: none"> • Only programs that are CRICOS registered appear in UAC promotional material • Promotional materials also refer to websites so that students can access the most up-to-date information online. <p><u>International Non Award Voluntary/Cross Institutional</u></p> <p>University name and CRICOS provider code is clearly included on the non award voluntary/cross institutional application form, website and in Admissions staff members' email signatures.</p> <p>All materials are checked by the Systems and Publications Manager, Admissions to ensure accuracy and that the CRICOS code is published on all brochures and the website.</p> <p>UNSW Canberra</p> <ul style="list-style-type: none"> • All international promotional materials for UNSW Canberra clearly state the University name and CRICOS provider code 00098G - this includes written materials such as the Postgraduate Research at UNSW Canberra Guide, advertisements, posters, flyers as well as electronic materials such as emails and the UNSW Canberra website • Only programs that are CRICOS registered appear in promotional material • Any reference to UNSW Canberra programs in UNSW publications includes the CRICOS provider code 00098G • Promotional materials contain accurate information – content of promotional materials is produced and checked by Manager, SAS, for accuracy prior to printing by the Creative Media Unit • Promotional materials also refer to websites so that students can access the most up-to-date information online. 	<p>Communications</p> <p>UNSW Global (Foundation Studies) Web & Digital Manager and Brand Manager, Marketing and Communications, UNSW Global</p> <p>Academic Director, UNSW Foundation Studies, UNSW Global</p>
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<p>Standard 1 (cont)</p>	<p>GRS The GRS produces promotional materials related to research student recruitment. All content is checked to ensure accuracy and that only CRICOS registered programs are included. The CRICOS code appears on all publications and promotional materials including business cards.</p> <p>Faculties Faculties produce a number of promotional materials. A designated person in each faculty is responsible for ensuring compliance of marketing and promotional materials and signing a declaration to that effect (see Appendix A). The declaration together with a copy of the promotional material/item is kept on file in the Faculty and retained for a period of seven years for audit purposes.</p> <p>UNSW Global (Foundation Studies)</p> <ul style="list-style-type: none"> • Promotional materials produced for UNSW Foundation Studies (UFS) are controlled and checked by the Academic Director UFS and Legal and Compliance to ensure they comply with ESOS requirements before being printed • Promotional materials circulated for use in international markets are distributed only by UNSW Global for Foundation Studies to ensure that only current materials are used • UNSW Global staff regularly visit the offices of its major education representatives to check that only current promotional materials are available to prospective students • Major promotional materials and publications produced by UNSW Global for Foundation Studies are reviewed and revised annually around September each year by UNSW Global • The UNSW Global Foundation Studies website is updated on a regular basis to ensure that information is correct and relevant • UNSW Global staff are in regular contact with publishers/agents/external content providers to ensure that the information in the international marketplace is correct and relevant. 	
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<p>Standard 1 (cont)</p>	<p>Record Retention UNSW International, Global Education Office, UNSW Admissions Office, GRS, UNSW Canberra, AGSM, Faculties, UNSW Global (Foundation Studies) keep all promotional materials on file for a period of seven years.</p>	<p>All persons designated above</p>
<p>1.3 The registered provider must not actively recruit a student where this clearly conflicts with its obligations under Standard 7 (Transfer between registered providers).</p>	<ul style="list-style-type: none"> • PRISMS will post a warning if the student has an eCOE which has been active for less than six months • UNSW, UNSW Canberra and UNSW Global will have to certify that a release letter has been sighted • See Standard 7 for further details. 	<p>See Standard 7</p>

<p>Standard 2 – Student engagement before enrolment</p>	<p>Connects with:</p> <ul style="list-style-type: none"> • National Code Standards 1 (1.2.b.i), (3.1.b.), 13; Part C 8, 9, 10.1 – 10.4 • ESOS Act Sections 8, 27 – 32, 107 • UNSW English language requirements - http://www.unsw.edu.au/english-requirements-policy • Non Award enrolments - http://www.unsw.edu.au/futureStudents/nonAward/sad/fsnacrossinst.html 	
<p>Outcome of Standard 2: Registered providers recruit students in an ethical and responsible manner and provide information that enables students to make informed decisions about studying with the registered provider in Australia. Registered providers ensure students' qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.</p>	<p>How UNSW ensures compliance</p>	<p>Person/s responsible</p>
<p>2.1 Prior to accepting a student, or an intending student, for enrolment in a course, the registered provider must provide, in print or through referral to an electronic copy, current and accurate information regarding the following:</p> <p>a. the requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable</p> <p>b. the course content and duration, qualification offered if applicable, modes of study and assessment methods</p>	<p>All information required under Standard 2.1 (a – h) is included in the international student guides produced by UNSW International, UNSW Admissions (for International Non Award Voluntary and UAC International), GRS, UNSW Canberra, UNSW Foundation Studies and UNSW Study Abroad. Students who receive offers are also provided with <i>Preparing for Student Life</i>, a guide produced by the International Office, a download is available at http://www.international.unsw.edu.au/living-sydney/preparation/</p> <p>SDI Students who have accepted an offer to study at UNSW are sent a welcome email from Student Development, signed off by the VC, from during January - March or June - July for the respective sessions informing them of pre-departure preparation, airport reception, accommodation information, housing assistance, orientation program, peer mentor program etc.</p>	<p>UNSW International Executive Director, UNSW International</p> <p>UNSW Admissions Assistant Director, Admissions</p> <p>SDI Manager, SD</p> <p>Global Education Office and Student Exchange Associate Director, Global Education & Student Exchange</p>

<p>Standard 2 (cont)</p> <p>c. campus locations and a general description of facilities, equipment, and learning and library resources available to students</p> <p>d. details of any arrangements with another registered provider, person or business to provide the course or part of the course</p> <p>e. indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies</p> <p>f. information about the grounds on which the student's enrolment may be deferred, suspended or cancelled</p> <p>g. a description of the ESOS framework made available electronically by DET and</p> <p>h. relevant information on living in Australia, including:</p> <p>i. indicative costs of living</p> <p>ii. accommodation options, and</p> <p>iii. where relevant, schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred.</p>	<p>UNSW Student Development and SDI</p> <ul style="list-style-type: none"> • Lists of students are generated from the admissions record to ensure all new students are contacted prior to enrolment • Publications are updated each semester • SDI e-News published weekly • Information on UNSW International and SDI websites is updated on a needs basis • All materials are reviewed at least annually and updated by IO and SDI staff to ensure compliance. <p>UNSW International and SDI are not responsible for any material sent directly from Faculties to prospective international students. Each Faculty has a designated person responsible for ensuring compliance of marketing and promotional materials produced for international students (see Standard 1 above).</p> <p>Global Education Office</p> <p><u>Student Exchange</u></p> <p>Exchange Students come from partner institutions where there are formal agreements in place. Students who are accepted to study at UNSW are sent email correspondence including a welcome email and acceptance material by Student Exchange during October - November or April – May for the respective sessions informing them of pre-departure preparation, Airport Pickup Service, accommodation information, housing assistance, orientation program, support services, enrolment etc. Students are in email contact with the Global Education Office and are invited to participate in the Aussie Mate Program.</p> <ul style="list-style-type: none"> • Lists of students are generated from the admissions record to ensure all new students are contacted prior to enrolment • Publications are updated annually • Information on UNSW International websites is updated on a needs basis • All materials are reviewed at least annually and updated by Global Education staff to ensure compliance. 	<p>GRS Director and Deputy Director, GRS</p> <p>UNSW Canberra Manager, SAS</p> <p>AGSM Manager Recruitment and Admissions, AGSM</p> <p>UNSW Global (Foundation Studies) Web & Digital Manager and Brand Manager, Marketing & Communications</p> <p>Study Abroad Deputy Director, Global Education & Recruitment, UNSW International</p> <p>Faculties</p> <p>Arts & Social Sciences Marketing Manager</p> <p>Business School Director, Student Experience</p> <p>Built Environment Manager, Marketing and Communications Unit</p>
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<p>Standard 2 (cont)</p>	<p><u>Practicum Exchange</u></p> <p>Practicum Students come from partner institutions where there are formal agreements in place. Students who are accepted to study at UNSW are sent email correspondence including a welcome email and acceptance information prior to their arrival informing them of pre-departure and arrival preparation, accommodation information, orientation, support services, enrolment etc. Students are in email contact with the Global Education Office.</p> <p>The Global Education Office is not responsible for any material sent directly from Faculties to prospective exchange students.</p> <p>UNSW Admissions</p> <p><u>International Non Award Voluntary</u></p> <ul style="list-style-type: none"> • ELP requirements clearly outlined on application form with link to ELP website • Educational qualifications and information on course credits outlined in rules and guidelines section of application form, see www.futurestudents.unsw.edu.au/non-award-short-courses • Link to UNSW International website regarding campus locations, facilities, and living in Sydney • Link to UNSW Fee information included on the website and in the offer letter • Link to description of ESOS framework included in offer letter and in email to International Non Award Voluntary students with their eCoE • Non Award students cannot defer or be suspended or cancelled from a single program. Offer letter contains information about accepting within seven days or offer can be cancelled. <p><u>UAC International</u></p> <ul style="list-style-type: none"> • All information required under Standard 2.1 (a-h) is included in the UAC International Guide 	<p>Art & Design Student Recruitment Manager</p> <p>Engineering Director, Marketing and Communications</p> <p>Law Marketing Manager</p> <p>Medicine Manager, Marketing & Communications</p> <p>Science Marketing Manager (interim)</p>
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Standard 2 (cont)

- All materials are reviewed annually and updated by the UAC Editorial Liaison Officer (ELO) (Systems and Publications Manager, Admissions)

UNSW Canberra

Prospective postgraduate international students receive the Postgraduate Research at UNSW Canberra Guide at promotional events and this document is ESOS compliant.

Students who receive letters of offer or who accept an offer of admission from UNSW Canberra are provided a web link to the New Student and Student Gateway websites for information relating to support and facilities. See http://sas.unsw.adfa.edu.au/rsu/getting_started/index.html

and

<https://www.unsw.adfa.edu.au/study/postgraduate-research/getting-started>

- Lists of students are generated from the Admissions record to ensure all new students are contacted prior to enrolment
- Publications are updated annually
- Information on the New Student and Student Gateway websites are updated on a needs basis
- All materials are reviewed at least annually and updated by SAS/ Research Student Unit staff to ensure compliance.

GRS

Students who have accepted an offer to study at UNSW are provided with an eCOE, information on how to enrol, defer or cancel their offer, links to contact information and to <http://www.international.unsw.edu.au/living-sydney/preparation/> which provides pre-departure preparation, airport reception, accommodation information, housing assistance, orientation program, etc.

- Lists of students are generated from the admissions record to ensure all new students are sent a welcome email prior to enrolment which will include important information relevant for commencing candidates, such as induction events, links to key policy and procedures, and services provided at the University.

<p>Standard 2 (cont)</p>	<ul style="list-style-type: none"> • Publications are updated annually • GRS electronic Newsletter published monthly • Information on GRS website is updated on a needs basis • All materials are reviewed at least annually and updated by GRS staff to ensure compliance. <p>AGSM Prospective AGSM MBA students receive Postgraduate Student Guides at promotional events and these documents are ESOS compliant.</p> <p>Students who have accepted an offer to study at UNSW will be sent further information by a Relationship Manager during October - January informing them of Program information, accommodation information, housing assistance, orientation program, etc. They are provided with additional information such as that provided through SDI. They are also invited to email AGSM Admissions Team if further information is required.</p> <ul style="list-style-type: none"> • Lists of students are generated from AGSM Admissions records to ensure all new students are contacted prior to enrolment • Information on AGSM website is updated on a needs basis • All materials are reviewed at least annually and updated by AGSM staff to ensure compliance. 	
<p>2.2 The registered provider must have documented procedures in place, and implement these procedures to assess whether the student's qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.</p>	<p>Qualifications Assessment</p> <p>UNSW Direct Admissions, UAC International and GRS Documented procedures for assessing English and qualifications: UNSW has substantial documentation which is electronically stored and accessible to all Admissions and GRS staff. English proficiency policy is additionally made available on the web www.unsw.edu.au/elp and www.uac.edu.au/international/faq/elp/unsw.shtml</p> <p>Assessment manuals, faculty specific assessment guidelines and UAC schedules form a large part of the basis of admissions procedures as does the</p>	<p>UNSW Admissions Assistant Director, Admissions</p> <p>GRS Deputy Director, GRS</p> <p>UNSW Canberra Manager, SAS</p> <p>Manager, Student Research Unit</p>

use of sources such as NARIC and NOOSR.

Packaged Offers – Undergraduate

UNSW only issues packaged offers in conjunction with and in consultation with UNSW Global for its Foundation Studies programs (for Foundation plus degree packages) and UNSWIL courses (for English language plus bachelor degree packages). It is not possible for a student to receive a packaged offer with any other provider. All students receiving packaged offers are issued under the UNSW CRICOS Provider Code 00098G (for Foundation Studies) or UNSW Global CRICOS Provider Code 010 20K (for UNSWIL courses).

Packaged offers for the UNSW Foundation Studies programs have been delegated to UNSW Global. Students are re-assessed for admission to undergraduate programs by UNSW Admissions following the completion of their Foundation Studies program and issued full offers if eligible.

Packaged Offers – Postgraduate and Research

UNSW Admissions and GRS process packaged English offers in conjunction with the UNSWIL. This enables students to study a prescribed program of English leading to the University English Entry Course (UEEC) prior to the commencement of their degree studies. Students must meet all academic requirements to be eligible. Upon acceptance of their offer, students are issued an eCoE for English (via UNSWIL) and for their degree (via UNSW Admissions for postgraduate coursework programs and GRS for research programs). UNSW entry is subject to successfully meeting UNSW academic and English language requirements.

- Assessment training is a key training component for all staff in UNSW Admissions
- Procedure manuals, promotional material and web content are updated regularly
- Ongoing staff training (both peer and external) is provided
- Use of internal audits

UNSW Admissions and GRS formally review their operational plans annually. In addition procedural updates are made throughout the year on a needs

AGSM

Manager, Recruitment and Admissions AGSM

Study Abroad

Deputy Director, Global Education & Recruitment, UNSW International

Standard 2 (cont)

basis.

Study Abroad

All students have an academic average of 3.0 GPA or Credit or equivalent in coursework completed at the time of application. English requirements are the same as for full degree UNSW students. All students must satisfy any prerequisite criteria set by UNSW Faculties before they can be eligible for enrolment in courses.

UNSW Canberra

The Research Student Unit, SAS, UNSW Canberra undertakes the assessment for academic eligibility and English language proficiency for postgraduate **research** international students.

All SAS, Client Service Officers and the Research Student Unit staff are NOOSR trained.

GRS

Academic research qualifications are specialised and are assessed on an individual basis by the relevant School and/or Faculty. English language requirements are assessed by the GRS in accordance with UNSW policy. All HDR applicants are required to have an interview with their potential supervisor.

AGSM

AGSM has substantial documentation which is electronically stored and accessible to all Admissions staff. English proficiency policy is additionally made available on the web which includes additional requirements such as minimum required performance in the GMAT:
<http://www.asb.unsw.edu.au/futurestudents/postgraduate/agsmmba/mbaprogram/Pages/entryrequirements.aspx>

Assessment manuals and faculty specific assessment guidelines form a large part of the basis of admissions procedures as does the use of sources such

Standard 2 (cont)

	<p>as NARIC and NOOSR when assessing tertiary equivalency. Entry to the AGSM at UNSW is subject to successfully meeting academic and English language requirements.</p> <ul style="list-style-type: none"> • Assessment training is provided to all staff in the AGSM Admissions team • Procedure manuals, promotional material, policy and web content are revised and updated regularly • AGSM formally review their operational plans annually. In addition, procedural updates are made throughout the year on a needs basis. <p>UNSW Global (Foundation Studies) Prospective students are able to obtain entry requirements for UNSW Foundation Studies programs as required under Standard 2.1. This information is included in international publications such as the UNSW Global Student Guide and the UNSW Global (Foundation Studies) website. UNSW Global (Foundation Studies) applicants are assessed according to set criteria developed by UNSW Global and Assistant Academic Director. These criteria are specific to the country where the qualification is completed. They are assessed on actual subjects studied and results achieved and not simply on completion of the qualification. Depending on the applicant's preferred undergraduate program, a minimum grade in mathematics may also apply. Established country specific profiles are available as separate documents.</p>	<p>UNSW Global (Foundation Studies) Manager, Admissions & Enrolment, UNSW Global</p> <p>And</p> <p>Assistant Academic Director, Foundation Studies, UNSW Global Education</p>
<p>Standard 2 (cont)</p>	<p>Record Retention – UNSW, UNSW Canberra, GRS In relation to UNSW student applications and admissions correspondence UNSW follows current State Records requirements as stated at: http://www.records.nsw.gov.au/recordkeeping/resources/for-universities/for-universities</p> <p>Specific requirements in relation to this include:</p> <p>9.1.1 <i>Offers/Applications – Successful and Accepted</i>: Retain for a minimum of six years after completion/discontinuation of course.</p> <p>9.1.2 <i>Offers not accepted</i>: Retain for a minimum of three years from date of offer.</p>	<p>Admissions Assistant Director, Admissions</p> <p>GRS Deputy Director, GRS</p> <p>Global Education Office and Student Exchange Associate Director, Global Education & Student Exchange, UNSW</p>

	<p>9.1.3 <i>Applications unsuccessful</i>: Retain until appeal period has expired or minimum of six months after action completed.</p> <p>Global Education Office</p> <p><u>Student Exchange</u> Student records are stored electronically on the exchange database and Student Exchange shared drive for the required duration as per record retention requirements.</p> <p><u>Practicum Exchange</u> Student records are stored electronically on the exchange database and Practicum Exchange shared drive for the required duration as per record retention requirements.</p> <p><u>Study Abroad</u> Record retention is the same procedure as UNSW Direct Admissions outlined above.</p> <p>AGSM AGSM follow record retention regulations as stated above.</p>	<p>International</p> <p>UNSW Canberra Manager, SAS</p> <p>AGSM Manager, Recruitment and Admissions, AGSM</p> <p>UNSW Global (Foundation Studies) Manager, Admissions & Enrolment, UNSW Global</p> <p>Study Abroad Deputy Director, Global Education & Recruitment, UNSW International</p>
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<p>Standard 3 – Formalisation of enrolment</p>	<p>Connects with:</p> <ul style="list-style-type: none"> • ESOS Act Sections 7, 19, 20, 21, 27 – 32, 75 • Regulations 3.01, 3.02, 3.03, 3.19 of the ESOS Regulations 2002 • Section 14 (Information and Privacy Principles) of the Privacy Act 1988 • Schedule 3 (National Privacy Principles) of the Privacy Act 1988 • Section 488A of the Migration Act 1958 • UNSW Fee Policy - https://student.unsw.edu.au/fees-policy-international-students • UNSW Privacy Management Plan - https://www.legal.unsw.edu.au/compliance/privacyhome.html • UNSW Global Privacy Policy – https://unswglobal.unsw.edu.au/documents/privacy_policy.pdf 	
<p>Outcome of Standard 3: Written agreements between providers and students set out the services to be provided, fees payable and information in relation to refunds of course money.</p>	<p>How UNSW ensures compliance</p>	<p>Person/s responsible</p>
<p>3.1 The registered provider must enter into a written agreement with the student, signed or otherwise accepted by that student (or the student’s parent or legal guardian if the student is under 18 years of age), concurrently with or prior to accepting course money from the student. The agreement must:</p> <p>a. identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment</p> <p>b. provide an itemised list of course money payable by the student</p>	<p>UNSW Direct Admissions, UAC Admissions - International Non Award Voluntary\Cross Institution, GRS, UNSW Canberra</p> <p>Written agreements: Offer correspondence and related material provide relevant links to UNSW Fee Policy, OSHC and other important information and resources. Tuition fees depend upon actual enrolment with all students stating that they have read the Fees Policy. Following enrolment students can see how much they need to pay from myUNSW Fee Statement.</p> <p>All students accepting an offer to UNSW acknowledge that they have read and understood the requirements and obligations related to their enrolment at UNSW.</p>	<p>Admissions Assistant Director, Admissions Assistant Director, Student Services & Systems</p> <p>GRS Deputy Director, GRS</p> <p>UNSW Canberra Manager, SAS</p>

<p>c. provide information in relation to refunds of course money</p> <p>Standard 3 (cont)</p> <p>d. set out the circumstances in which personal information about the student may be shared between the registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition, and</p> <p>e. advise the student of his or her obligation to notify the registered provider of a change of address while enrolled in the course.</p>	<p>Written agreements include provision for signature of parent or legal guardian where the applicant/student is under 18 years of age. For students accepting their offer online, there are manual procedures in place to check that written confirmation by the parent or legal guardian has been received before an eCOE is issued.</p> <p>Correspondence relating to admission includes CRICOS provider number, relevant programs information, details of credit transfer, program duration, and any stipulated conditions. In addition to manual forms, agreements also include online acceptance and enrolment processes so while not 'written' as such meet 'or otherwise' definition.</p> <p>Offer correspondence and related material provide relevant links to UNSW Fee Policy, OSHC, privacy notification and declaration, and other important information and resources.</p> <p>All students accepting an offer to UNSW sign or electronically sign that they have read and understood the requirements and obligations related to their enrolment at UNSW.</p> <p>Student Change of Address: This is covered in the Privacy Declaration agreed to prior to enrolment (and payment of tuition/course fees) where: "Your Responsibilities - As a UNSW student you have certain responsibilities in relation to the privacy and maintenance of your personal information. These responsibilities are to update your contact and personal information as soon as practicable after any change."</p> <p>UNSW actively promotes student use of the myUNSW portal to ensure that students have access to relevant information and updates and the ability to manage their enrolment and personal details.</p> <p>There are a range of declarations required and information provided at acceptance and prior to enrolment. Existing workflows, particularly through myUNSW, prevent formal enrolment until these occur.</p> <p>Procedure manuals, promotional material and web content are updated</p>	<p>Global Education Office and Student Exchange Associate Director, Global Education & Student Exchange</p> <p>UNSW Study Abroad Deputy Director, Global Education & Recruitment, UNSW International</p>
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<p>Standard 3 (cont)</p>	<p>regularly. UNSW Admissions and GRS formally review their operational plans annually and procedural updates will be made on a needs basis.</p> <p>Ongoing staff training, both peer and external, is provided.</p> <p>Guidance is provided by the Manager, SAS, UNSW Canberra.</p> <p>Use of internal audits.</p> <p>Global Education Office</p> <p><u>Student Exchange</u></p> <p>All agreements are signed or otherwise accepted by students. Students are referred to the relevant Exchange and ESOS websites and information listed in their acceptance emails which give details of the services available to them, including ESOS Act and UNSW Privacy Management Plan. No tuition fees are charged to exchange students.</p> <p><u>Practicum Exchange</u></p> <p>All agreements are signed or otherwise accepted by students. Students are referred to the relevant Exchange and ESOS websites and information listed in their acceptance emails which give details of the services available to them, including ESOS Act and UNSW Privacy Management Plan. No tuition fees are charged to exchange students, however an administration fee is charged.</p> <p><u>Study Abroad</u></p> <p>All acceptances from students are written agreements. The refund policy is written into acceptance documents.</p> <p>UNSW Global (Foundation Studies)</p> <p>UNSW Global (Foundation Studies) enters into a signed Written Agreement with each student (or their parent or legal guardian if the student is under 18 years of age), prior to, or at the same time as accepting payment of course money from the student.</p>	<p>UNSW Global (Foundation Studies) Privacy Officer, UNSW Global Manager, Admissions & Enrolment, UNSW Global</p>
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<p>Standard 3 (cont)</p>	<p>A new version of Written Agreement (Offer Letter) was published in March 2017.</p> <p>The Written Agreement between UNSW Global (Foundation Studies) and the student comprises the following documents:</p> <ol style="list-style-type: none"> 1. Letter Of Offer 2. Conditions of Enrolment 3. Acceptance Agreement <p>The Written Agreement contains, the information specified under Standards 2.1, 3.1 and 3.2, as well as the study period for which each payment is for (if the course is longer than 6 months).</p> <p>All students accepting their offer to enrol with UNSW Global (Foundation Studies) must sign the Written Agreement, acknowledging that they have read, understood and agree to the terms and conditions related to their enrolment with UNSW Global (Foundation Studies).</p> <p>Signed Written Agreements are saved on each student's electronic file, using E-filer.</p> <p>The UNSW Global Student Services Procedure Manual, marketing promotional material and web content are updated regularly.</p> <p>Ongoing staff training is provided.</p> <p>Historical versions of Written Agreement templates have been kept by Legal and Compliance, UNSW Global since October 2016.</p>	
<p>3.2 The registered provider must include in the written agreement the following information, which is to be consistent with the requirements of the ESOS Act, in relation to refunds of course money in the case of</p>	<p>UNSW Admissions, GRS, UNSW Canberra Refund Policy: This is included in the Fee Policy Privacy Declaration: Offer letter (and later online enrolment) processes include UNSW Privacy declaration. Consent is sought at the offer/acceptance stage</p>	<p>Admissions Assistant Director, Admissions Assistant Director, Student</p>

<p>student and provider default:</p> <ul style="list-style-type: none"> a. amounts that may or may not be repaid to the student (including any course money collected by education agents on behalf of the registered provider) b. processes for claiming a refund <p>Standard 3 (cont)</p> <ul style="list-style-type: none"> c. a plain English explanation of what happens in the event of a course not being delivered, and d. a statement that “This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws”. 	<p>with the following being provided prior to enrolment at https://www.legal.unsw.edu.au/compliance/privacyhome.html</p> <p>Refund information in the event of student and/or provider default: The following link which is agreed upon acceptance/enrolment by the student appears to cover the requirements of Standard 3, 3.2 a-d: https://student.unsw.edu.au/fees-policy-international-students</p> <p>Study Abroad Students are referred to the website for privacy and refund policies in the signed agreement. The statement on consumer protection laws is included at the end of each written agreement.</p> <p>UNSW Global (Foundation Studies) The Written Agreement contains, as a minimum, the information specified under Standard 3.1 and 3.2.</p>	<p>Services & Systems</p> <p>GRS Deputy Director, GRS</p> <p>UNSW Canberra Manager, SAS</p> <p>Study Abroad Deputy Director, Global Education & Recruitment, UNSW International</p> <p>UNSW Global (Foundation Studies) Manager, Admissions and Enrolment, UNSW Global</p>
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<p>Standard 4 – Education agents</p>	<p>Connects with:</p> <ul style="list-style-type: none"> • National Code Standards 1, 2, 3, 7 • The Migration Act 1958 	
<p>Outcome of Standard 4: Registered providers take all reasonable measures to use education agents that have an appropriate knowledge and understanding of the Australian international education industry and do not use education agents who are dishonest or lack integrity.</p>	<p>How UNSW ensures compliance</p>	<p>Person/s Responsible</p>
<p>4.1 The registered provider must enter into a written agreement with each education agent it engages to formally represent it. The agreement must specify the responsibilities of the education agent and the registered provider and the need to comply with the requirements in the National Code. The agreement must also include:</p> <p>a. processes for monitoring the activities of the education agent, including where corrective action may be required, and</p> <p>b. termination conditions, including providing for termination in the circumstances outlined in Standard 4.4.</p>	<p>UNSW International All UNSW official representatives must have a written agreement stating the terms and definitions of the relationship. These agreements are signed in duplicate by the VPI, and are kept on file in both UNSW International, and in the offices of the official representatives.</p> <p>Any agent or recruitment organisation that <i>does not</i> have a valid written agreement and contract with the University to act as a University Representative is not an official representative of the University. UNSW only accepts student applications from representatives with whom it has a written contract. If an application is submitted on behalf of an applicant by a non-contracted agent and if the student’s contact details are provided, UNSW will attempt to establish a direct relationship with the student. For communication purposes, a letter of authorisation is required from the student if s/he is using a non-approved agent to act on his/her behalf. This includes agents of UNSW Global and UNSWIL. Commission is not paid to non-contracted agents.</p> <p>UNSW and UNSW Global (Foundation Studies) have two primary criteria in the selection of their representatives:</p> <ol style="list-style-type: none"> 1. The quality of the representative. This includes, but is not limited to, historical evidence that proves the ability of the agency to attract high-quality, genuine students to Australia 	<p>UNSW International Office Executive Director, UNSW International</p> <p>Study Abroad Deputy Director, Global Education & Recruitment, UNSW International</p> <p>UNSW Global (Foundation Studies) Recruitment Manager, UNSW Global</p>

Standard 4 (cont)

2. The breadth of representation. This includes the other universities that are represented by a prospective representative and their perceived standing in relation to UNSW (i.e. Go8 or U21 membership).

UNSW Representative Appointment Procedures

The approval and appointment of an authorised UNSW representative for student recruitment is the sole responsibility of UNSW International. UNSW representatives may be located within or outside of Australia.

Step 1. A prospective representative is sent a UNSW Representative Expression of Interest Form (Eol). This form is to be typed and faxed or emailed back to the International Office within two weeks of being sent. The Eol Form allows the University to understand the background of the agency, its current relationships, and gauge predicted student recruitment outcomes over three years if selected. Applicants must nominate at least two referees. UNSW will also accept a reference from UNSW Global if the Agent is already an official agency with them.

Step 2. The Eol Form, which is confidential, is assessed and stored on file. The prospective agent is contacted to confirm that the completed application form has been received. No specific timeframe need be given to a prospective agent at application stage. Application forms are kept on confidential files by the Executive Director, UNSW International.

Step 3. UNSW International undertakes due diligence to assess the suitability of the prospective agent. This investigation can include, but is not limited to: calling AEI for background information; speaking to the referees indicated on the application form, speaking to other university international offices that may have already appointed the agency; visiting the agency offices and/or inviting the prospective agency to UNSW for a formal interview.

Step 4. After the University has assessed the suitability and eligibility of a prospective agent, a formal contract is issued. Following approval for the appointment of the agent, the contract is formally signed by both the VPI and the manager of the student recruitment agency. Formal training of the agent in UNSW procedures, academic programs and admissions standards for the Sydney and Canberra campuses must take place within 6 months of signing

<p>Standard 4 (cont)</p>	<p>the contract. Agents are provided with a copy of the UNSW International Recruitment Partners Manual. This Manual is also freely available online for download and is updated regularly.</p> <p>All contracts are valid for a period of no more than 3 years (36 months).</p> <p><u>Monitoring processes</u></p> <ul style="list-style-type: none"> • Continual assessment of the Agent’s student recruitment performance by the International Office. • An annual review of each University agent’s performance, as benchmarked against the KPIs in each contract. There are 8 KPIs and agents must have achieved a minimum of 5 KPIs to be considered for re-appointment. • Empowering other recognised University representatives to monitor accuracy in advertising by competitors who may, or may not also be recognised University representatives. • Requirement for all advertisements to be proof-read by the International Office prior to publication. • Post-arrival surveys of international students to determine the quality of services provided by UNSW’s agents. <p>AGSM Programs, GRS and UNSW Canberra recognise education agents approved and appointed by UNSW International.</p> <p>Study Abroad</p> <p>The appointment of education representatives requires approval of the VPI. Processes are similar to full-degree agent appointments. Education representatives may be located within or outside Australia.</p> <p><u>Monitoring processes</u></p> <ul style="list-style-type: none"> • Continual assessment of student recruitment statistical data • An annual review of each agent’s performance • Requirement for all advertisements to be proof-read by UNSW Study Abroad prior to publication 	
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<p>Standard 4 (cont)</p>	<ul style="list-style-type: none"> • Post-arrival/departure surveys of international students to determine the quality of services provided by agents. <p>UNSW Global (Foundation Studies) appointment procedures The approval and appointment of an authorized education agent is the sole responsibility of UNSW Global Student Services and Recruitment. Education representatives may be located within or outside Australia.</p> <p>The following appointment procedures are in place:</p> <p><u>Step 1:</u> a prospective representative is sent or may download a UNSW Global Expression of Interest (EOI) application form. This form is to be completed and returned to UNSW Global. The form allows UNSW Global to understand the background of the education representative, its current relationships, and to gauge predicted student recruitment outcomes if appointed. Applicants must nominate at least three referees. Completion of the EOI application does not guarantee appointment.</p> <p><u>Step 2:</u> UNSW Global reviews EOI applications in May and November each year. Education representatives must submit their EOI application by end of April and October. The EOI is assessed and confidentially stored on file. Education representatives will be advised of the outcome by the end of the following month.</p> <p><u>Step 3:</u> UNSW Global undertakes due diligence to assess the suitability of the prospective education representative. This can include, but is not limited to, calling AEI for background information; speaking to the referees indicated on the EOI form; speaking to other universities that may have already appointed the agency; and inviting the prospective education representative to attend a formal interview with UNSW Global.</p> <p><u>Step 4:</u> After UNSW Global determines the suitability and eligibility of the prospective education representative, the education representative is either: advised that their EOI was unsuccessful and a copy of the application and assessment is kept on file; or if successful, a formal contract (Authorised Representative Agreement) is issued. Following approval for the appointment of the education representative, the contract is formally signed by the Group</p>	<p>UNSW Global (Foundation Studies) Recruitment Manager, UNSW Global</p>
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<p>Standard 4 (cont)</p>	<p>Executive, Student Services & Recruitment, UNSW Global and the authorised officer of the student recruitment agency. The education representative is provided with a detailed training manual which includes information on UNSW Global procedures, programs and admissions standards. Training is also provided to education representatives by Regional Managers.</p> <p>UNSW Global (Foundation Studies) monitoring procedures include:</p> <ul style="list-style-type: none"> • Continual assessment of student recruitment statistical data • Annual review of educational representative performance • The advertising of all education representative must be proof-read and approved by the Web & Digital Manager and Brand Manager, Marketing and Communications, UNSW Global, prior to publication • Visits to education representative offices or other forms of training including education representative manual, updates • Regular communications sent to education representatives including newsletters and email communications 	
<p>4.2 The registered provider must ensure that its education agents have access to up-to-date and accurate marketing information as set out in Standard 1 (Marketing information and practices).</p>	<p>UNSW International</p> <p>All UNSW marketing materials designed to promote UNSW in the international market will have a CRICOS code prominently displayed. These materials include, but are not limited to brochures, exhibition display stands, banners, posters, flyers, and post cards. All representatives are sent the latest marketing materials available, and are required to dispose of outdated material. Outdated material comprises material that advertises any specific academic program with an advertised start date that is more than one semester past, e.g., both 2014 and 2015 marketing materials can be used in the 2015 recruitment cycle, but 2013 materials would be considered outdated. Representatives found using outdated marketing materials are censored and put on warning. This warning is copied to the Agent folder in hard copy.</p>	

<p>Standard 4 (cont)</p>	<p>Study Abroad All UNSW Study Abroad marketing materials designed to promote UNSW Study Abroad in the international market have a CRICOS code prominently displayed. These materials include, but are not limited to brochures, flyers, and any correspondence. All representatives are sent the latest marketing materials available, and are required to dispose of outdated material.</p> <p>UNSW Global (Foundation Studies)</p> <ul style="list-style-type: none"> • UNSW Global Authorised Representative Agreement Item 4.2 establishes procedures and processes for providing up-to-date and accurate marketing information to prospective students. • UNSW Global <i>Authorised Representative Agreement Item 4</i> prescribes the obligations of the education representative in performing its services 	<p>UNSW Global (Foundation Studies) Recruitment Manager, UNSW Global</p>
<p>4.3 The registered provider must not accept students from an education agent or enter into an agreement with an education agent if it knows or reasonably suspects the education agent to be:</p> <p>a. engaged in, or to have previously been engaged in, dishonest practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under Standard 7 (Transfer between registered providers)</p> <p>b. facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her student visa</p> <p>Standard 4 (cont)</p> <p>c. using Provider Registration and International Students</p>	<p>UNSW International UNSW International will not recruit or engage an agent to recruit any student who has been in Australia for less than six months of their principal academic course. After six months in their principal course, UNSW International may recruit or engage an agent to recruit a student onshore to study at UNSW. UNSW does not condone poaching or illicitly sourcing students from other schools or universities in any manner that contravenes the spirit of the ESOS Act.</p> <p>A limited number of representatives have PRISMS access. UNSW is responsible for any unethical use of the PRISMS system by its representatives. Any representatives with PRISMS access will have a special notation added to their written contracts, and will be monitored every semester for compliance by UNSW International. UNSW does not allow any Agency to issue Confirmation of Enrolments on its behalf.</p> <p>UNSW has terminated Agency Agreements if serious violations have been detected. All cases of fraudulent documentation are reported to ICAC. UNSW also performs back to source checks to ensure the authenticity of applicant transcripts and testamurs.</p>	

<p>Management System (PRISMS) to create Confirmations of Enrolment for other than a bona fide student, or</p> <p>d. providing immigration advice where not authorised under the Migration Act 958 to do so.</p>	<p>Study Abroad Study Abroad will not engage any agent that has not shown previous documented experience or followed the UNSW or UNSW Global selection process.</p> <p>UNSW Global (Foundation Studies) UNSW Global does not condone poaching or illicitly sourcing students from other schools or universities in any matter that contravenes the spirit of the ESOS Act. Refer to Standard 7.</p> <ul style="list-style-type: none"> UNSW Global Authorised Representative Agreement Item 4.5 prescribes the responsibilities of education representatives for all areas of Standard 4.3 	<p>UNSW Global (Foundation Studies) Recruitment Manager, UNSW Global</p>
<p>4.4 Where the registered provider has entered into an agreement with an education agent and subsequently becomes aware of, or reasonably suspects, the engagement by that education agent, or an employee or sub-contractor of that agent, for the conduct set out in Standard 4., the registered provider must terminate the agreement with the education agent. This paragraph does not apply where an individual employee or sub-contractor of the education agent was responsible for the conduct set out in Standard 4 and the education agent has terminated the relationship with that individual employee or subcontractor.</p> <p>Standard 4 (cont)</p>	<p>Under the National Code, UNSW, UNSW Foundation Studies and UNSW Study Abroad education representatives have the same responsibilities as the registered education providers they officially represent. Education providers are held accountable for the actions of their representatives, and can be penalised for non-compliant behaviour. UNSW, UNSW Foundation Studies and UNSW Study Abroad must take immediate and concrete steps outlined in the National Code if non-compliance by a representative is discovered.</p> <p>UNSW states clearly in all Agent contracts that the use of sub-agents is not allowed. Any cooperative or licensee arrangements between agencies must be reported to UNSW for approval.</p> <p>UNSW Global (Foundation Studies) UNSW Global Authorised Representative Agreement <i>Item 10</i> establishes procedures for the termination of education agents for conduct which is contrary to that required in Standard 4.</p>	<p>UNSW Global (Foundation Studies) Recruitment Manager, UNSW Global</p>
<p>4.5 The registered provider must take immediate corrective</p>	<p>Under the National Code, UNSW, UNSW Foundation Studies and UNSW</p>	

<p>and preventative action upon the registered provider becoming aware of an education agent being negligent, careless or incompetent or being engaged in false, misleading or unethical advertising and recruitment practices, including practices that could harm the integrity of Australian education and training.</p>	<p>Study Abroad representatives have the same responsibilities as the registered education providers they officially represent. Education providers are held accountable for the actions of their representatives, and can be penalised for non-compliant behaviour. UNSW, UNSW Foundation Studies and UNSW Study Abroad must take immediate and concrete steps outlined in the National Code if non-compliance by the representative is discovered.</p> <p>UNSW Global (Foundation Studies) UNSW Global Authorised Representative Agreement <i>Item 10</i> establishes the criteria and procedures for the termination of agreements with education agents for conduct set out in Standard 4.5.</p>	<p>UNSW Global (Foundation Studies) Recruitment Manager, UNSW Global</p>
<p>Standard 4 (cont)</p>	<p>Record Retention</p> <p>UNSW International Copies of all signed contracts and written agreements are retained by UNSW International and are managed by the Executive Director, UNSW International. Contents of all contracts are confidential. Expired contracts as well as terminated written agreements are kept on files by UNSW International. Electronic copies are stored as backup on a server outside of UNSW International.</p> <p>Study Abroad Copies of all signed contracts and written agreements are retained by the Study Abroad office and are managed by the Deputy Director, Global Education & Recruitment. Contents of all contracts are confidential. Expired contracts as well as terminated written agreements are kept on file.</p> <p>UNSW Global (Foundation Studies) Copies of all signed contracts and written agreements are retained by UNSW Global and are managed by the Recruitment Administration Officer. Contents of all contracts are confidential. Expired contracts, as well as terminated written agreements are kept on file by UNSW Global.</p>	<p>UNSW Global (Foundation Studies) Recruitment Manager, UNSW Global</p>

<p>Standard 5 – Younger students</p>	<p>Connects with</p> <ul style="list-style-type: none"> • National Code: Standards 6, 7.3, 13 • ESOS Act: Section 19 • The Migration Act, 1958 <p>Student Visa Conditions: 8532, 8534, 8535</p>	
<p>Outcome of Standard 5: Where students under the age of 18 are not being cared for in Australia by a parent or suitable nominated relative, registered providers ensure the arrangements made to protect the personal safety and social well-being of those students are appropriate.</p>	<p>How UNSW ensures compliance</p>	<p>Person/s responsible</p>
<p>5.1 Where the registered provider has taken on responsibility under the Migration Regulations for approving the accommodation, support and general welfare arrangements for a student who has not turned 18, the registered provider must:</p> <p>a. nominate the dates for which the registered provider accepts responsibility for approving the student's accommodation, support and general welfare arrangements using the DIBP pro forma letter available through PRISMS</p> <p>b. advise DIBP³ in writing of the approval using the DIBP pro forma letter available through PRISMS</p>	<p>SDI</p> <p>SDI approves the under 18 care arrangements for students who are under the age of 18 at the time of enrolment. Confirmations of Accommodation and Welfare (CAAW) are generated and issued by Admissions for under 18 international students who require care arrangements for student visa processing when a relative over 21 is not available or approved by DIBP.</p> <p>SDI provides on-going support and monitoring services to all UNSW under 18's issued with a CAAW. It is the responsibility of SDI to regularly meet with and monitor the welfare of all under 18 UNSW students with a CAAW and to inform DIBP, via PRISMS, of any changes to an under 18 student's CAAW.</p> <p>UNSW Procedures</p> <ul style="list-style-type: none"> • When an U18 applicant commences the process of accepting the offer of 	<p>SDI Manager, SD</p>

³ Due to Machinery of Government changes, outdated references - DEEWR, DEST, DIISR, DIISRTE, DIICSRTE or DIAC – in this document, with the exception of direct quotes from the National Code, have been replaced with the Department of Education and Training or the Department of Immigration and Border Protection. 'Editorial changes have not been made to the National Code, as it is a Legislative Instrument. Outdated references will be completed when legislation is updated in the future.' (Source: [AEI website](#))

<p>Standard 5 (cont)</p> <p>c. have documented procedures for checking the suitability of the student’s accommodation, support and general welfare arrangements, and</p> <p>d. advise DIBP as soon as possible in the event that the under 18 year old student has changed his or her living arrangements or the registered provider no longer approves of the arrangements for the student using the DIBP pro forma letter available through PRISMS.</p> <p>5.2 Where Standard 5.1 applies and the student is under 18 with a student visa that covers multiple courses, the registered provider with whom the student is currently enrolled is responsible for approving arrangements for the student’s accommodation, support and general welfare during that nominated period.</p> <p>5.3 Where Standard 5.1 applies and the registered provider suspends or cancels the enrolment of the student, the registered provider must continue to check the suitability of arrangements for that student until:</p> <p>a. the student is accepted by another registered provider and that registered provider takes over responsibility for approving the student’s accommodation, support and general welfare arrangements</p> <p>b. the student leaves Australia</p> <p>c. other suitable arrangements are made that satisfy the Migration Regulations, or</p>	<p>a place, UNSW Admissions checks that the U18 student has either a DIBP approved Guardian or is being accompanied to Australia by their parents. If the student is not being cared for in Australia by a parent or suitable nominated relative, Admissions refer the student/parent to the UNSW website for instructions about how to organise a CAAW with UNSW.</p> <ul style="list-style-type: none"> • CAAW arrangements are approved and confirmed by SDI including the start and finish date of the CAAW. The SDI U18 procedure manual reflects approved processes, including inspection and approval of appropriate U18 accommodation and procedures for monitoring and ongoing support services provided to UNSW U18 students. • All CAAWs (including changes) are issued in accordance with PRISMS guidelines by UNSW staff who have received an appropriate level of training. <p>Compliance – SDI</p> <ul style="list-style-type: none"> • Procedure manuals, promotional material, U18 forms and web content are updated regularly • The UNSW U18 International Student Advisors (ISA) meet regularly with U18 students (according to the SDI Under 18s procedure manual). If U18 students are identified as having an accommodation status that does not comply with their visa requirements and CAAW, SDI reports this to DIBP via PRISMS in accordance with the National Code • SDI holds Orientation Programs with all U18 students to explain CAAW procedures and the students’ rights and responsibilities and the university’s responsibilities specified in the care arrangement • SDI reviews its operational plan annually in conjunction with UNSW Admissions. In addition procedural updates will be made throughout the year as the need arises. • CAAW is issued along with the CoE when the CAAW is approved by SDI • Documented records of compulsory interview/meeting with an ISA to discuss student accommodation, academic/social issues and their general well-being are maintained. A confidential record of each meeting is kept on the student’s file • U18 students transferring to another education provider are required to 	
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<p>Standard 5 (cont)</p> <p>d. the registered provider reports under Standard 5.1.d that it can no longer approve of the arrangements for the student.</p>	<p>meet with an ISA to provide an offer letter and CAAW from the provider the student is transferring to prior to the cancellation of UNSW CoE and CAAW</p> <ul style="list-style-type: none"> • Changes to a student's CAAW arrangements must be approved by an ISA and requires supporting documentation, e.g. approval from the student's parents; all documents are kept on the student's file. <p>UNSW Global (Foundation Studies) Produces and issues the Confirmation of Accommodation and Welfare (CAAW) and approves appropriate accommodation in either a homestay or "Student Residence" (where appropriate) for Foundation Studies students who require care arrangements for student visa processing when a relative over 21 is not available or approved by DIBP.</p> <p>Compliance - UNSW Global (Foundation Studies) Under 18 Student Policy was recently reviewed and a new version was published.</p> <ul style="list-style-type: none"> • A table is used by staff to indicate the start date and end date on the CAAW letter • CAAW is issued together with CoE when appropriate accommodation is booked • A documented checklist is followed to ensure the appropriateness of home stay accommodation for U18 students • Orientation program with all U18 students is undertaken to explain about UNSWG CAAW procedures and the under 18 students' rights and obligations when under UNSW Global's care. • Documented records of compulsory interviews/meetings with a Student Adviser or Accommodation Officer to discuss students' accommodation, academic/social issues and their general well-being are kept on the students' files. • A spreadsheet is used by staff to clearly indicate the start and end dates of each course. In the case of multiple offers, are arrangements are covered during the entire period of the student's enrolment. • U18 students must provide a copy of their offer letter and CAAW from another provider prior to the cancellation of UNSW Global & UNSW CoE 	<p>UNSW Global (Foundation Studies) Manager, Student Life, UNSW Global</p>
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Standard 5 (cont)	and CAAW. <ul style="list-style-type: none">• Any changes to students' CAAW arrangements require documented evidence (i.e. parents' support letter, copy of flight tickets and approval from the Student Support team. These are kept on the student's file. <p>Record retention - All records are kept for a period of 7 years.</p>	
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<p>Standard 6 – Student support services</p>	<p>Connects with: National Code Standards 5, 7, 10, 11 Privacy Act, 1988 UNSW Student Critical Incident Procedure http://www.gs.unsw.edu.au/policy/documents/studentcriticalincidentprocedure.pdf UNSW Global Critical Incident Management Policy https://intranet.unswglobal.unsw.edu.au/Policy/Policy/Critical%20Incident%20Management%20Policy.pdf</p>	
<p>Outcome of Standard 6: Registered providers support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.</p>	<p>How UNSW ensures compliance</p>	<p>Person/s responsible</p>
<p>6.1 The registered provider must assist students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation program that includes information about:</p> <ul style="list-style-type: none"> a. student support services available to students in the transition to life and study in a new environment b. legal services c. emergency and health services d. facilities and resources e. complaints and appeals processes, and 	<p>UNSW operates an integrated services model for support of international students. SDI provides a range of programs and services for international students. In addition Counselling and Psychological Services (CAPS), Careers and Employment, The Learning Centre, Educational Support Advisors (ESA) and Student Central all provide services to assist international students to achieve their learning goals and to enjoy a high quality student experience. International students have access to a full range of mainstream support services on campus. The Director, Student Hub has overall responsibility for the development of services and programs for international students that take into account emerging needs in a timely manner.</p> <p>Student Life and Student Hub The range of services provided by Student Life: Student Hub Units support international students across the student life cycle. SDI is the designated first point of contact for international students. The following services are available to students:</p>	<p>Student Life Director, Student Life Director, CAPS Director, The Learning Centre Director, Aim High</p> <p>Student Hub Director, Student Hub Manager, Student Central Manager, SD Manager, Careers & Employment</p>

<p>f. any student visa condition relating to course progress and/or attendance as appropriate.</p> <p>Standard 6 (cont)</p> <p>6.2 The registered provider must provide the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance.</p> <p>6.3 The registered provider must provide the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services must be provided at no additional cost to the student. If the registered provider refers the student to external support services, the registered provider must not charge for the referral.</p> <p>6.4 The registered provider must have a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.</p> <p>6.5 The registered provider must designate a member of staff or members of staff to be the official point of contact for students. The student contact officer or officers must have access to up-to-date details of the registered provider's support services.</p> <p>6.6 The registered provider must have sufficient student support personnel to meet the needs of the students enrolled with the registered provider.</p>	<ul style="list-style-type: none"> • Pre-departure information – information booklet <i>Student Life @ UNSW</i> which includes cost of living, accommodation options on and off campus, information about the university and Sydney, school education fees, etc is sent to students who have been offered a place at UNSW. <p>A Welcome email is sent to students who accepted the offer providing details of Transition programs, and referring them to the website. Transition programs include:</p> <ol style="list-style-type: none"> 1. Airport Pick Up Service (fees apply) 2. Welcome Centre, including international student housing assistance open 8.30am – 6.30pm Monday to Friday plus Saturday and Sunday prior to commencement of Orientation Week 3. Orientation program open to all international students. The program informs students about living and studying in Australia, community information on and off campus. The program includes student support services available to students in the transition to life and study in a new environment, legal services, emergency and health services, facilities and resources, complaints and appeals processes, and student visa conditions relating to course progress and/or attendance as appropriate 4. Hard copy resource material including the International Student Guide 5. Opportunities for students to become familiar with their new environment and acquire appropriate social cultural competencies are offered, such as integration activities and workshops, community involvement and volunteering programs 6. Information about Getting Started and university-wide orientation activities 7. Access to Cultural Mentoring program <ul style="list-style-type: none"> • A series of workshops for graduating students providing important information about completing studies at UNSW • Social activities/volunteering activities open to all international students organised to provide engagement opportunities for interaction with local and fellow international students 	<p>GRS Deputy Director, GRS and Executive Officer, Office of the PVCRT</p> <p>Global Education Office and Student Exchange Associate Director, Global Education & Student Exchange</p> <p>Deputy Director, Global Education & Recruitment, UNSW International</p> <p>UNSW Canberra Manager, SAS</p> <p>AGSM Head, AGSM Program Operations</p> <p>UNSW Global (Foundation Studies) Manager, Student Life, UNSW Global</p>
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Standard 6 (cont)

6.7 The registered provider must ensure that its staff members who interact directly with students are aware of the registered provider's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.

- SDI, CAPS and ESA's offices are open 8.30am – 4.30pm Mon –Fri; students can also access information and resources from the Support and Development page on the Current Students website 24 hours a day 7 days a week, <https://student.unsw.edu.au/support>
- Students can make individual appointments to meet with an ISA via an online booking system
- UNSW has a documented critical incident policy and procedures covering actions to be taken. The Director Student Life appoints a case manager who is required to follow-up to the incident, and record of the incident and actions taken
- UNSW Current Student gateway includes contact details for SDI staff including International student advisors
- Weekly e-newsletters are sent to all subscribing international students providing important information relating to study on campus, ESOS regulations, and informing them of upcoming activities
- UNSW provides ESOS information to staff members who interact directly with students including the potential implications for students arising from the exercise of these obligations.

Global Education Office

Student Exchange

The Global Education and Student Exchange Office is the designated first point of contact for incoming exchange students. The following services are freely available to students:

- Acceptance material and pre- departure information is emailed to exchange students accepted into the Exchange Program and contains information on cost of living, accommodation options on and off campus, airport reception service, information about UNSW and Sydney, visa information, enrolment, orientation program, safety, climate, student services etc.
- Guaranteed on campus accommodation
- Access to Airport Pick Up Service
- Access to SDI's International Student Housing Assistance which helps

Standard 6 (cont)

- students to find long-term accommodation, including driving students to inspect places, free phones for students to use
- Comprehensive orientation program
- The Global Education Office is open 9:00am – 5:00pm each day for student support
- Aussie Mate Program
- Social events and trips for exchange students - risk assessment undertaken for each activity
- Farewell function for returning students
- Management of crises or critical incidents involving exchange students
- Email broadcasts to students on visa matters, events, and matters that concern exchange students
- Official transcripts sent to students and home institutions
- All staff members are aware of the ESOS Act
- Annual checking of processes and policies to ensure compliance with ESOS and National Code
- Students are referred to UNSW CAPS regarding any psychological issues
- Information relating to security, critical incidents and contacts for emergencies is provided to students at orientation.

University Security Service or SDI will also refer any emergency situations involving exchange students to the Global Education Office whose advisers will manage the case or liaise with the parents, hospital if appropriate.

Practicum Exchange

The Global Education Office is the designated first point of contact for incoming practicum exchange students. The following services are freely available to students:

- Acceptance material and pre- departure information emailed to exchange students accepted into the Practicum Program which includes information on cost of living, accommodation options, information about UNSW and Sydney, visa information, enrolment, orientation, safety, climate, student services etc.

Standard 6 (cont)

- The Global Education Office is open 9:00am – 5:00pm each day for student support
- Management of crises or critical incidents involving practicum exchange students
- Email broadcasts to students on events and matters that concern practicum students
- All staff members are aware of the ESOS Act
- Annual checking of processes and policies to ensure compliance with ESOS and National Code
- Students are referred to UNSW CAPS regarding any psychological issues
- Information relating to security, critical incidents and contacts for emergencies is provided to students at orientation.

University Security Service or Faculties will also refer any emergency situations involving exchange students to the Global Education Office whose advisers will manage the case or liaise with the parents, hospital if appropriate.

Study Abroad

- Pre-enrolment/enrolment support provided
- Guaranteed on campus accommodation
- Orientation program
- Free airport pick-up
- Social activities program
- Volunteer program
- Office open 8.30am - 5.30pm each day for student support
- Students are referred to legal services, health services, equity and disability support, faculties and school offices where required and will liaise with DIBP on any visa related problems
- Students are referred to UNSW CAPS regarding any psychological issues
- Study Abroad has a documented critical incident pathway and a designated staff member for emergencies

Standard 6 (cont)

- Study Abroad also has a designated staff member as the primary contact for students, although other staff will assist with student issues as well. There is always an experienced staff member available for student support
- 24 hour emergency phone line
- Official transcripts sent to students and home institutions
- All staff members are aware of the ESOS Act
- Annual checking of processes and policies to ensure compliance with ESOS and National Code

UNSW Canberra

The Research Student Unit within SAS at UNSW Canberra is the designated unit to co-ordinate the support services for postgraduate research international students.

UNSW Canberra Procedures

The Research Student Unit (RSU) is the designated first point of contact for international students. The following services are freely available to students:

- Pre-departure information – applicants are referred to the Student Gateway website for information which includes cost of living, accommodation, airport service, information about the UNSW Canberra facilities and information for dependents e.g. Canberra school fees. A follow up email is sent to students who accepted the offer repeating some of the information above, including details of orientation program, and referring them to the website. Students are invited to email SAS or RSU if they have any questions
- Airport Service
- On arrival temporary accommodation information
- Orientation program – conducted each session to inform students about living and studying in Canberra/Australia, community information on and off campus
- On arrival a welcome pack is provided which includes the campus map, Canberra map, public transport information, rental information, etc
- Advice and advocacy – Manager, SAS provides advice to students on all matters, including personal and academic matters and will act on a

Standard 6 (cont)

- student's behalf to resolve any problems on and off campus if necessary
- Ongoing cultural adjustment opportunities
- Conferring ceremony for graduating students
- A workshop for graduating students providing important information about completing studies at UNSW Canberra and transition for 'going home'
- Counselling service
- Management of crises or critical incidents involving students
- Email broadcasts to students about visa matters, events, and matters that concern international students.

The Manager, SAS is the first point of contact for international students when they require assistance to resolve problems (personal or academic), which may impact their ability to successfully complete their study program.

The ADFA Duty Desk and security staff will also refer any emergency situations involving postgraduate international students to the Manager, SAS who will manage the case or liaise with the parents, hospital if appropriate.

All Student Life: Student Hub Units (SDI, Student Central, Careers and Employment, CAPS, The Learning Centre, Aim High), UNSW Canberra and AGSM

- Feedback is sought from students in the form of surveys, or focus groups which are conducted on a regular basis to ensure quality of service
- Work procedures are reviewed regularly by Student Life, Student Hub, AGSM and UNSW Canberra staff
- All materials are reviewed and updated annually by Student Life, Student Hub, AGSM and UNSW Canberra staff to ensure compliance
- Websites are updated on a needs basis.

It is the responsibility of the Manager, SAS, UNSW Canberra to make sure that international students are advised of all of the above services, and any additional services, which may be offered. This advice may be in electronic (email, website) or print-based form.

GRS

Standard 6 (cont)

The GRS supplements the student support services offered by SDI and UNSW Canberra.

Candidature Management Officers provide advice on ongoing candidature issues, The Director, GRS co-ordinates the website and publications which provide information on support services for research candidates and, together with the Deputy Director, GRS, oversees a number of events, including workshops and seminar programs.

On accepting their offer candidates are sent a welcome email with the contact details of their relevant candidature officer and informed of the date for the next Postgraduate Research Induction event. At the induction, candidates are made aware of key services and support available throughout the university.

Support is provided to commencing and continuing candidates via publications, seminars and workshops.

The Postgraduate Research Candidate Handbook and Essentials for Induction provide key information for commencing and continuing candidates. Candidates are also kept informed of services and key contacts through Graduate Research News (monthly newsletter) and social media.

Workshops on the Annual Progress Review, Thesis Submission and Mental and Psychological Resilience are all held at least once per year.

AGSM

AGSM has a designated unit which coordinates support services for their students. In addition international students have access to services provided by SDI and a full range of mainstream support services on campus.

UNSW Global (Foundation Studies)

- UNSW Global provides a one – three day orientation program to students which gives information about student support services, facilities, emergency & health services, attendance, visa regulations, OSHC, safety on campus, on the street & at home. The orientation program is regularly updated & adjusted
- All services are documented in the Student Handbook and are explained or covered again in a compulsory lecture
- The Student Handbook distributed to all students and staff is regularly

Standard 6 (cont)	<p>reviewed and updated. The Student Handbook is also available on the intranet and website</p> <ul style="list-style-type: none">• Academic interviews take place with all students who are deemed at risk of failing following Semester 1 results• Students with poor attendance are counselled and advised• Students are able to see Student Advisers without needing an appointment during drop-in periods, or are invited to make an appointment outside the drop-in period• Students have access to a free and confidential counselling service on campus. The cost is covered by UNSW Global• A flowchart of Critical Incident/First-Aid Response is distributed to all staff. First-aid procedures/responses are printed on back of every class roll• Part of staff training and induction covers ESOS and National Code.	
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<p>Standard 7 – Transfers between registered providers</p>	<p>Connects with:</p> <ul style="list-style-type: none"> • National Code Standards 5, 8 • UNSW Student Development International Release Letter information https://my.unsw.edu.au/student/academiclife/Forms.html#ReleaseLetter https://my.unsw.edu.au/student/academiclife/ReleaseLetterRequest.pdf • International Student Transfer Between Registered Providers Procedure (7.2 ref) https://www.gs.unsw.edu.au/policy/documents/internationalstudenttransferprocedure.pdf • UNSW Global: Transfer Between Providers Policy (Overseas Students) • UNSW Canberra Release Letter Policy 	
<p>Outcome of Standard 7: Registered providers assess requests from students for a transfer between registered providers prior to the student completing six months of the principal course of study in accordance with their documented procedures.</p>	<p>How UNSW ensures compliance</p>	<p>Person/s responsible</p>
<p>7.1 The receiving registered provider must not knowingly enrol the student wishing to transfer from another registered provider’s course prior to the student completing six months of his or her principal course of study except where:</p> <p>a. the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered</p> <p>b. the original registered provider has provided a written letter of release</p>	<p>Transferring from UNSW</p> <ul style="list-style-type: none"> • In accordance with International Student Transfer Between Registered Providers Procedure, students seeking to transfer between registered providers before completing six months of their principal course must complete the Release Letter Request AND must attach the required supporting documents (see 4.2.2 of the policy) • The application and documentation will be assessed by an ISA in SDI and where applicable, the ISA will arrange a meeting with the student • Following assessment and/or interview the student will either have their request for a release letter approved or if a release is not deemed to be in the student’s best interest, SDI will advise the student in writing including the reasons why and his/her right of review • Students are directed to complete a Program Discontinuation request online via MyUNSW. • If the request for release is approved an ISA will issue the student with a 	<p>Transferring from UNSW: UNSW Manager, SD</p> <p>UNSW Global (Foundation Studies) Manager, Admissions & Enrolment, UNSW Global</p> <p>AGSM Head, AGSM Program Operations</p> <p>GRS Deputy Director, GRS</p>

<p>Standard 7 (cont)</p> <p>c. the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or</p> <p>d. any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.</p> <p>7.2 The registered provider must have and implement its documented student transfer request assessment policy and procedure, which is available to staff and students. The policy must specify:</p> <p>a. the circumstances in which a transfer will be granted</p> <p>b. the circumstances the registered provider considers as providing reasonable grounds for refusing the student's request, including when a transfer can be considered detrimental to the student, and</p> <p>c. a reasonable timeframe for assessing and replying to the student's transfer request having regard to the restricted period.</p> <p>7.3 The registered provider must grant a letter of release only where the student has:</p> <p>a. provided a letter from another registered provider confirming that a valid enrolment offer has been made, and</p>	<p>release letter</p> <ul style="list-style-type: none"> • The Release Letter is issued at no charge • Students with a conditional offer who do not satisfy English language entry requirements should apply for a letter of release using the paper based form available online or from SDI. SDI will issue a release letter to the student within 5 working days. • SDI runs discontinuation reports to ensure each student who has a 'DISC' notation on SiMS is reported on PRISMS. <p>Under 18 years of age - undergraduate If the student is under 18 years old, the student must provide written confirmation from their parent/legal guardian that they support the transfer and, if appropriate written confirmation that the new provider will accept responsibility for approving the student's accommodation, support and general welfare arrangements from a specified date (see Standard 5) If the student has accommodation, support and general welfare arrangements in place with UNSW the student must notify an International Student Adviser in SDI that they will be terminating this arrangement</p> <p>Under 18 years of age plus package offer - undergraduate If the student is under 18 years old and has a packaged offer, ie, English and/or UNSW Global (Foundation Studies) program and degree, SDI will forward Release Letter applications to UNSW Global for processing.</p> <p>Record Retention All records are kept for a period of 7 years.</p> <p>GRS and UNSW Canberra Research students are not prevented from withdrawing from UNSW and transferring to another University within the first six months. A release letter is provided at no cost to the student.</p> <p>Transferring to UNSW, GRS, UNSW Canberra A student seeking to transfer to UNSW prior to completing six months of their</p>	<p>UNSW Canberra Manager, SAS</p> <p>Transferring to UNSW: UNSW General Manager, Admissions</p> <p>GRS Deputy Director, GRS</p> <p>UNSW Canberra Manager, SAS</p> <p>Study Abroad Deputy Director, Global Education & Recruitment, UNSW International</p> <p>UNSW Global (Foundation Studies) Manager, Admissions & Enrolment, UNSW Global</p>
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<p>Standard 7 (cont)</p> <p>b. where the student is under 18;</p> <p>i. the registered provider has written confirmation that the student's parent or legal guardian supports the transfer, and</p> <p>ii. where the student is not being cared for in Australia by a parent or suitable nominated relative, the valid enrolment offer also confirms that the registered provider will accept that responsibility for approving the student's accommodation, support and general welfare arrangements as per Standard 5 (Younger Students).</p> <p>7.4 A letter of release, if granted, must be issued at no cost to the student and must advise the student of the need to contact DIAC⁴ to seek advice on whether a new student visa is required.</p> <p>7.5 Where the registered provider does not grant a letter of release, the student must be provided with written reasons for refusing the request and must be informed of his or her right to appeal the registered provider's decision in accordance with Standard 8 (Complaints and appeals).</p>	<p>principal course with another provider will only be issued with a CoE if the student:</p> <ul style="list-style-type: none"> • completes the required application and admissions process • provides a Release Letter from the existing provider • if under 18 years of age, provides written evidence to support the transfer from the student's parent or legal guardian, and • has accommodation support and general welfare arrangements in place with UNSW as per Standard 5 • PRISMS will post a warning if the student has an eCOE which has been active for less than six months • UNSW Admissions GRS and UNSW Canberra have internal procedures in relation to processing transfer applications from other providers • All coursework admissions staff and relevant GRS staff have attended PRISMS training and other internal systems training to assist with this, and have training notes and other internal guidelines. <p>Global Education Office</p> <ul style="list-style-type: none"> • For students transferring from the Global Education Office the procedures followed are as stated above in 'Transferring from UNSW' • Global Education programs are less than 12 months duration and therefore transfer would only be available after the initial six month period unless a student has a release letter from his/her current provider detailing extenuating circumstances • Liaison with DIBP before any transfer accepted to ensure compliance with regulations. <p>UNSW Global (Foundation Studies) – Transferring from UNSW Global:</p>	
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⁴Due to Machinery of Government changes, outdated references - DEEWR, DEST, DIISR, DIISRTE, DIICSRTE or DIAC – in this document, with the exception of direct quotes from the National Code, have been replaced with the Department of Education and Training or the Department of Immigration and Border Protection.' Editorial changes have not been made to the National Code, as it is a Legislative Instrument. Outdated references will be completed when legislation is updated in the future.' (Source: [AEI website](#))

<p>Standard 7 (cont)</p> <p>7.6 The registered provider must maintain records of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student's file.</p>	<ul style="list-style-type: none"> • UNSW Global will provide release letters at no cost to students wishing to terminate their studies, provided that the request meets the criteria set out in UNSW Global's Transfer Between Registered Providers Policy, and • If the student is under 18, appropriate welfare arrangements must be in place, as required by Standard 5. <p>Transferring to UNSW Global</p> <ul style="list-style-type: none"> • PRISMS will post a warning if the student has an eCOE which has been active for less than six months • UNSW Global (Foundation Studies) will not enrol transferring students before the student has completed six months of the student's principal course of study at their previous or current provider except for in the circumstances outlined in the Standard • A letter of release will be requested in case students have not yet completed six months of their principal course. <p>UNSW Global procedure manuals and web content are updated regularly; and ongoing staff training is provided.</p>	
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<p>Standard 8 – Complaints and appeals</p>	<p>Connects with:</p> <ul style="list-style-type: none"> National Code Standards 10, 11, 13 UNSW Student Code Policy https://www.gs.unsw.edu.au/policy/documents/studentcodepolicy.pdf Student Complaint Procedure http://www.gs.unsw.edu.au/policy/documents/studentcomplaintproc.pdf Academic Assessment Appeals policy/procedure https://student.unsw.edu.au/academic-standing-appeal Student Misconduct Procedure http://www.gs.unsw.edu.au/policy/documents/studentmisconductprocedures.pdf UNSW Global Complaints and Appeals Policy https://intranet.unswglobal.unsw.edu.au/Policy/Policy/Complaints%20and%20Appeals%20Policy.pdf Plagiarism Procedure https://www.gs.unsw.edu.au/policy/plagiarismprocedure.html 	
<p>Outcome of Standard 8: Registered providers' complaints and appeals processes are independent, easily and immediately accessible and inexpensive for the parties involved.</p>	<p>How UNSW ensures compliance</p>	<p>Person/s responsible</p>
<p>8.1 The registered provider must have an appropriate internal complaints handling and appeals process that satisfies the following requirements, or can use its existing internal complaints and appeals processes as long as it meets these requirements:</p> <p>a. a process is in place for lodging a formal complaint or appeal if the matter cannot be resolved informally, which requires a written record of the complaint or appeal to be kept</p>	<p>The University has a comprehensive internal complaints and appeals process for students. The Student Code Policy and the Student Complaint Procedure are publicly available via the UNSW website at</p> <p>https://www.gs.unsw.edu.au/policy/documents/studentcodepolicy.pdf http://www.gs.unsw.edu.au/policy/documents/studentcomplaintproc.pdf</p> <p>The policy and procedure provide students with opportunities to appeal decisions affecting them with all formal appeals reviewed internally by experienced and senior personnel. The Student Code Policy also includes a</p>	<p>Director, UNSW Integrity Manager, Student Integrity Unit</p> <p>Assistant Director, Student Services & Systems for appeals relating to academic standing and re-enrolment</p> <p>UNSW Global (Foundation</p>

<p>b. each complainant or appellant has an opportunity to formally present his or her case at minimal or no cost to him or herself</p> <p>Standard 8 (cont)</p> <p>c. each party may be accompanied and assisted by a support person at any relevant meetings</p> <p>d. the complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome, and</p> <p>e. the process commences within 10 working days of the formal lodgement of the complaint or appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable.</p>	<p>statement of University Responsibilities. Students can complain under the Student Complaint Procedure when one of these responsibilities is not met by the institution. Staff dealing with formal complaints are required to be independent in that they have not been previously involved in any aspect of the complaint. Ongoing staff training is provided as required.</p> <p>UNSW's internal complaints and appeals processes are available to students without cost. The University's Student Integrity Unity provides guidance on the handling of complaints, maintains a central record of formal student complaints, and is a repository for confidential files.</p> <p>UNSW's internal student complaint and appeal processes are available for the immediate use of enrolled students, and to former students who were enrolled at UNSW at the time of the event and the event is no older than 12 months. The University uses its discretion to consider matters older than 12 months in certain circumstances, largely where a student was not able to complain or appeal at the time or where new evidence has come to light.</p> <p>Students on an <u>Academic Standing</u> level of Suspension or Exclusion have the right to access the University's internal appeal process in relation to course progress. All students have the opportunity to appear before the Re-enrolment Committee of the Academic Board and may also bring with them an advocate. The policy and procedures relevant to the re-enrolment appeal process are maintained and reviewed as required on a semester by semester basis. Students who submit an appeal against academic suspension or exclusion will receive an email acknowledgement within 10 working days of receipt of the appeal.</p> <p><u>STUDENT DISCIPLINE</u></p> <p>Student discipline is managed in accordance with the Student Code Policy the Student Misconduct Procedure and the Plagiarism Procedure, all available on the UNSW website and is promoted in various ways to students:</p> <p>https://www.gs.unsw.edu.au/policy/documents/studentcodepolicy.pdf http://www.gs.unsw.edu.au/policy/documents/studentmisconductprocedures.p</p>	<p>Studies) ESOS Compliance Officer, Legal and Compliance Team, UNSW Global</p>
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Standard 8 (cont)

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The policy and procedure provide students with an overview of expected academic and non-academic conduct, and detail how misconduct is investigated. Staff investigating misconduct are required to be independent in that they have not been previously involved in any aspect of the matter.

The Student Integrity Unit provides guidance on the handling of misconduct investigations and maintains a central record of matters.

Global Education Office

Student Exchange

Exchange students have access to the University's complaints and appeals processes, and students are directed to the respective services office on campus.

Practicum Exchange

Practicum students have access to the University's complaints and appeals processes, and students are directed to the respective services office on campus.

Study Abroad

Study Abroad students have access to the University's complaints and appeals processes, and students are directed to the respective services office on campus.

AGSM

AGSM complaints and appeals procedures are consistent with those set out in the Student Code Policy and the Student Complaint Procedure above.

At a program level, all complaints and responses are recorded on the student file.

Resolution of complaints is attempted through senior administrative staff in the

<p>Standard 8 (cont)</p>	<p>first instance at program level. Where necessary, grievances and complaints are escalated into the university wide system as articulated in the linked pages in the previous column. Students are made aware that they are able to be assisted/represented at meetings regarding grievances.</p> <p>Students are directed to the university policies to ensure clarity regarding rights and responsibilities.</p> <p>UNSW Canberra The UNSW Canberra Complaints and Appeals procedures are consistent with those set out in the Student Code Policy and the Student Complaint Procedure above.</p> <p>The Student Code Policy and Procedure is available at https://student.unsw.edu.au/conduct or on the UNSW Canberra Student Gateway (intranet) website via the Policies and Procedures tab at http://www.unsw.adfa.edu.au/</p> <p>The web link will refer students to the UNSW policy and procedure: https://www.gs.unsw.edu.au/policy/documents/studentcodepolicy.pdf http://www.gs.unsw.edu.au/policy/documents/studentcomplaintproc.pdf</p> <p>At a program level, all complaints and responses are recorded on the student file.</p> <p>Resolution of complaints is attempted through senior administrative staff in the first instance at program level. Where necessary, formal and informal and complaints are escalated into the university-wide system as articulated in the linked pages above.</p> <p>Students are made aware that they are able to be assisted/represented at meetings regarding complaints.</p> <p>Students are directed to the university policies to ensure clarity regarding rights and responsibilities.</p>	
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<p>Standard 8 (cont)</p>	<p>UNSW Global (Foundation Studies) UNSW Global (Foundation Studies) reviewed and updated its Complaints and Appeals Policy in August 2017. Complaints and Appeals processes relevant to students can be found in the UNSW Global (Foundation Studies) Student Handbook on enrolment and a complete copy is available via the website (https://unswglobal.unsw.edu.au/documents/ESOS_PDF_Files/Complaints_and_Appeals_Policy.pdf) and Intranet. The Policy is explained to students at an induction meeting on enrolment day and students are referred to the Complaints and Appeals process if they have been issued with an intention to report letter for poor attendance or poor performance.</p>	
<p>8.2 The registered provider must have arrangements in place for a person or body independent of and external to the registered provider to hear complaints or appeals arising from the registered provider's internal complaints and appeals process or refer students to an existing body where that body is appropriate for the complaint or appeal.</p>	<p>All students who are not satisfied with an internal appeal are advised at the outcome of their appeal and that they can request a review by the NSW Ombudsman if they are dissatisfied with the outcome they have received. On occasion students are alternatively referred to bodies (such as the Human Rights and Equal Opportunity Commission, the NSW Anti-Discrimination Board or the NSW Civil and Administrative Tribunal) where they are the more suitable body to consider a matter.</p> <p>Students who choose to request a review by the NSW Ombudsman or other body are required to notify the ESOS Student Coordinator within 10 working days of receiving notification of their unsuccessful appeal.</p> <p>A student is not reported to DIBP until 20 days after he/she has been advised that the review has been finalised and has not been successful. If a student submits a request for a review to the Ombudsman, UNSW does not report the student to DIBP until after a decision has been made by the Ombudsman.</p> <p>Students that are not satisfied after the internal appeals process can access an external body (NSW Ombudsman) at minimal or no cost.</p>	<p>SDI Manager, SD</p>

<p>8.3 If the student is not satisfied with the result or conduct of the internal complaint handling and appeals process, the registered provider must advise the student of his or her right to access the external appeals process at minimal or no cost.</p> <p>Standard 8 (cont)</p>	<p>UNSW Global (Foundation Studies) Students that are not satisfied after the internal appeals process are advised that they can access an external body (NSW Ombudsman) at minimal or no cost.</p> <p>Students who choose to request a review by the NSW Ombudsman or other body are required to notify the ESOS Compliance Officer via email ComplaintsAndConduct@unswglobal.unsw.edu.au within 10 working days of receiving notification of their unsuccessful appeal.</p>	<p>SDI Manager, SD</p>
<p>8.4 If the student chooses to access the registered provider's complaints and appeals processes as per this standard, the registered provider must maintain the student's enrolment while the complaints and appeals process is ongoing.</p>	<p>UNSW Enrolment is maintained throughout the investigation process.</p> <p>UNSW's internal student complaint and appeal process is available for the immediate use of enrolled students, and to former students who were enrolled at UNSW at the time of the event and the event is no older than 12 months.</p> <p>UNSW Global (Foundation Studies) Student enrolment will be maintained during relevant stages of the appeals process. UNSW Global requires students to indicate in writing that they will access external appeals to facilitate the maintenance of enrolment.</p>	
<p>8.5 If the internal or any external complaint handling or appeal process results in a decision that supports the student, the registered provider must immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.</p> <p>Standard 8 (cont)</p>	<p>The UNSW Student Complaint Procedure provides for informal, formal and external complaint handling processes. The informal procedure provides parties to the complaint with opportunities to negotiate a mutually agreed outcome that resolves the complaint. Resolution is facilitated by discussion with all parties. Wherever possible complaints are resolved by discussion, cooperation and mediation, as soon as possible after an incident or situation has occurred.</p> <p>The formal procedure requires the Student Integrity Unit to advise both the complainant and the respondent of the outcome of the investigation into the complaint in writing, normally within 20 to 30 working days. The complainant is</p>	<p>Director, UNSW Integrity Manager, Student Integrity Unit</p>

provided with written advice including reasons for the decision, and information about the appeal process. When a decision is made in favour of a student complainant, this advice includes confirmation of the immediate implementation of the decision and/or corrective and preventative action taken. If a matter has not involved the appointment of an Investigating Officer, and has been determined by the Student Integrity Unit on the basis of preliminary inquiries, the student is advised of the determination and reasons in writing and the details of any appeal rights.

A student appellant has 15 working days from the date of notification of outcome of the complaint resolution procedure to lodge an appeal in writing. He/she may lodge an appeal on the grounds of lack of procedural fairness in the investigating process. At the conclusion of the appeal process all parties are notified in writing of the outcome of the appeal including reasons, within 15 working days of the Appeal Committee hearing. The Director, Student Hub is responsible for the immediate implementation of any corrective or preventative action which may be required.

In the case of a remedy suggested or recommended by an external agency, the Manager, Student Integrity Unit is responsible for the immediate implementation of any corrective or preventative action which may be required.

UNSW Global (Foundation Studies)

UNSW Foundation Studies will immediately implement the decision of the NSW Ombudsman.

UNSW Global (Foundation Studies)

ESOS Compliance Officer,
Legal and Compliance,
UNSW Global

<p>Standard 9 – Completion within the expected duration of study</p>	<p>Connects with:</p> <ul style="list-style-type: none"> National Code Standards 12, 13 ESOS Act: Section 19 UNSW Assessment Policy https://www.gs.unsw.edu.au/policy/documents/assessmentpolicy.pdf GRS – Progress Review and Confirmation of Research Candidatures Procedure https://www.gs.unsw.edu.au/policy/documents/aprprocedure.pdf UNSW Intervention Strategy https://my.unsw.edu.au/student/atoz/InterventionStrategy.html UNSW Foundation Studies: Course Progress Policy and Repeat Guidelines https://unswglobal.unsw.edu.au/about/esos 	
<p>Outcome of Standard 9: Registered providers monitor the enrolment load of students to ensure they complete the course within the duration specified in their CoE and do not exceed the allowable portion of online or distance learning. Registered providers only enable students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.</p>	<p>How UNSW ensures compliance</p>	<p>Person/s responsible</p>
<p>9.1 The registered provider must have and implement documented policies and procedures for monitoring the progress of each student to ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student’s CoE. In monitoring this enrolment load, the registered provider must ensure that in each compulsory study period for a course, the student is studying at least one unit that is not by distance or online learning.</p> <p>Standard 9 (cont)</p>	<p>All Coursework Programs (excluding Medicine BMed MD) Procedures for monitoring the progress of each student to ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student’s CoE include:</p> <ul style="list-style-type: none"> Information on the Current Students website informs international students that they are required to study full-time, i.e., 24UOC, to ensure compliance with Condition 8202 of their student visa and completion within the specified duration of the CoE; and that they are only permitted to undertake 25% of their total program by distance and/or online learning In the commencing weeks of each semester students studying less than 24 UOC, and students undertaking more than 25% of their 	<p>UNSW Manager, SD</p> <p>Global Education Office and Student Exchange Associate Director, Global Education & Student Exchange</p> <p>Deputy Director, Global Education & Recruitment</p>

<p>9.2 The registered provider may only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of:</p> <ol style="list-style-type: none"> compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit) the registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress, or an approved deferment or suspension of study has been granted under Standard 13. <p>9.3 Where there is a variation in the student's enrolment load which may affect the student's expected duration of study in accordance with 9.2, the registered provider is to record this variation and the reasons for it on the student file. The registered provider must correctly report the student via PRISMS and/or issue a new CoE when the student can only account for the variation/s by extending his or her expected duration of study.</p> <p>9.4 The registered provider may allow the student to undertake no more than 25 per cent of the student's total course by distance and/or online learning. However, the registered provider must not enrol the</p> <p>Standard 9 (cont)</p>	<p>courses by distance and/or online learning are identified</p> <ul style="list-style-type: none"> Students are sent emails advising them that international students are only allowed to enrol in less than 24 UOC if: <ul style="list-style-type: none"> they have compelling and compassionate reasons they are in their final session with limited UOC left for them to complete their program they have an approved intervention strategy as they have been assessed as being at risk of not meeting satisfactory course progress they have studied or plan to study extra units in summer school and have provided a study plan pre-requisite units are not available in that study period All students who are intending to reduce their study load must attend a reduced study load workshop (facilitated by SDI), obtain approval from their Program Authority and make an appointment to meet with an ISA from SDI and where required put an intervention strategy in place. Where students complete their program early, amendments are made through PRISMS according to DIBP regulations. <p>UNSW Medicine</p> <p>UNSW Medicine's teaching periods for the Undergraduate BMed MD program do not follow the standard university structure. To ensure compliance with Standard 9:</p> <ul style="list-style-type: none"> The Medicine Education & Student Office (MESO) conducts enrolment checks for each teaching period and advises international students to maintain a full-time course load where possible Students with academic progression issues are interviewed by the academic adviser and are provided with a study plan Students required to repeat course(s) not available within the next teaching period/ semester are advised to take program leave details of students requiring an eCoE variation are provided to the 	<p>UNSW Canberra Manager, SAS</p> <p>AGSM Head, AGSM Program Operations</p> <p>GRS Deputy Director, GRS</p> <p>UNSW Global (Foundation Studies) Assistant Academic Director, Foundation Studies, UNSW Global Education</p> <p>UNSW Medicine Manager, Student Administration, Medicine Education and Student Office</p>
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<p>student exclusively in distance or online learning units in any compulsory study period.</p> <p>9.5 Except in the circumstances specified in 9.2, the expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.</p> <p>Standard 9 (cont)</p>	<p>ESOS Compliance Officer for notification on PRISMS.</p> <p>UNSW is committed to providing a comprehensive and high level of support services to ensure students succeed at their studies. These support services can be both Academic and non-Academic, accessing the support services is a requirement for a successful Intervention Strategy. For details of the UNSW Intervention Strategy, please see Standard 10.4.</p> <p>Record Retention All records are kept for a period of seven years.</p> <p>GRS and UNSW Canberra</p> <ul style="list-style-type: none"> • All enrolled international research students are required to undergo Confirmation of Candidature (PhD students) or an Annual Progress Review (Masters students) in their first year, followed by an Annual Progress Review in each subsequent year of candidature to ensure that appropriate progress is being achieved and that students are on track for completion within the expected program duration • Research students will be permitted to enrol part-time if there are compelling and compassionate circumstances • Outcomes of the Annual Progress Review are recorded on the UNSW student system. <p>All procedures are monitored and reviewed on a regular basis to ensure compliance.</p> <p>Global Education Office</p> <p><u>Student Exchange</u></p> <p>International Exchange programs are non-award and are either 6 or 12 months duration. If a student withdraws from a program before completion of 6 months, a student variation is completed through PRISMS on the CoE.</p>	
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Practicum Exchange

Practicum Exchange programs are non-award and are between 1 to 12 months duration. If a student withdraws from a program before completion of 6 months, a student variation is completed through PRISMS on the CoE.

Study Abroad

Study Abroad programs are non-award and are either 6 or 12 months duration. If a student withdraws from a program before completion of 6 months, a student variation is completed through PRISMS on the CoE.

Record Retention

All records are kept for a period of seven years.

UNSW Global (Foundation Studies)

- Due to the preparatory nature of the Foundation Studies Programs, exemptions are not given. Repeating student must repeat all subjects for one or both semesters for a stream of study
- Extension to a program of study is NOT offered. This guarantees compliance on most aspects of Standard 9
- Most courses are conducted in a classroom. Distance learning is not a significant method of instruction. At no stage will a UFS student be studying more than 25% of their program remotely.
- Students will only be allowed to defer part or all of their entire program where they demonstrate compassionate or compelling circumstances (e.g. serious illness, bereavement of close family members, traumatic experience). All applications for deferral are reviewed on a case-by-case basis. In the case where a student defers their studies, they might be required to meet special conditions (e.g. to undertake other courses of study to maintain requisite skills, or to agree to of a study contract to ensure ongoing content familiarity)
- Students with poor academic progress or students choosing to repeat the course to achieve a desired score will have their course variation

Standard 9 (cont)

	<p>registered in PRISMS as required</p> <ul style="list-style-type: none">• All results are recorded in the UFS database• Student and formal versions of the Course Progress Policy and Repeat Guidelines are contained in the Student Handbook and on the website and intranet	
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<p>Standard 10 – Monitoring course progress</p>	<p>Connects with:</p> <ul style="list-style-type: none"> • National Code Standards 6, 8, 9, 11 • ESOS Act Section 19 • UNSW Assessment Policy https://www.gs.unsw.edu.au/policy/documents/assessmentpolicy.pdf • GRS – Progress Review and Confirmation of Research Candidatures Procedure https://www.gs.unsw.edu.au/policy/documents/aprprocedure.pdf • UNSW Global (Foundation Studies) – Course Progress Policy 	
<p>Outcome of Standard 10: Registered providers systematically monitor students' course progress. Registered providers are proactive in notifying and counselling students who are at risk of failing to meet course progress requirements. Registered providers report students, under section 19 of the ESOS Act, who have breached the course progress requirements.</p>	<p>How UNSW ensures compliance</p>	<p>Person/s responsible</p>
<p>10.1 The registered provider must monitor, record and assess the course progress of each student for each unit of the course for which the student is enrolled in accordance with the registered provider's documented course progress policies and procedures.</p> <p>10.2 The registered provider must have and implement appropriate documented course progress policies and procedures for each course, which must be provided to staff and students, that specify the:</p> <p>a. requirements for achieving satisfactory course progress</p>	<p>The UNSW Academic Progression & Enrolment Policy and Academic Progression Procedure clearly document the requirements for achieving satisfactory course progress.</p> <p>UNSW The procedure relating to the calculation of Academic Standing is reviewed as required on a semester basis.</p> <p>Any student who has not achieved 'Good Standing' is advised of the implications including instructions to see an Academic Advisor in their Program Office to devise a program plan, and to then meet with an International Student Adviser from Student Development International. The Academic Standing letters are reviewed and updated each session, the text for the academic letter is held in SiMS.</p>	<p>UNSW Assistant Director, Student Services & Systems Manager, SD</p> <p>UNSW Canberra Manager, SAS</p> <p>Coordinator, Academic Learning & Language Unit</p> <p>AGSM Head, AGSM Program Operations</p>

<p>Standard 10 (cont)</p> <p>b. process for assessing satisfactory course progress</p> <p>c. procedure for intervention for students at risk of failing to achieve satisfactory course progress</p> <p>d. process for determining the point at which the student has failed to meet satisfactory course progress, and</p> <p>e. procedure for notifying students that they have failed to meet satisfactory course progress requirements.</p> <p>10.3 The registered provider must assess the course progress of the student in accordance with the registered provider's course progress policies and procedures at the end point of every study period.</p> <p>10.4 The registered provider must have a documented intervention strategy, which must be made available to staff and students, that specifies the procedures for identifying and assisting students at risk of not meeting the course progress requirements. The strategy must specify:</p> <p>a. procedures for contacting and counselling identified students</p> <p>b. strategies to assist identified students to achieve satisfactory course progress, and</p> <p>c. the process by which the intervention strategy is activated.</p>	<p>If students do not respond to the Academic Standing email by presenting to SDI, they are sent a follow up email.</p> <p>Students on an academic standing level of Suspension or Exclusion are also advised in writing of the University's intention to report them to DIBP and are given 20 working days to access the University's internal appeals process.</p> <p>Intervention strategy – UNSW The International Student Advisor works with the Program Authority and the student to explore the reason/s for their academic results and devise strategies to improve their academic performance. Interventions may include case management, and referral to other university support services as appropriate, on or off campus.</p> <p>Record retention Student attendance and record of interview along with any supporting documentation is kept in the student's confidential file within SDI.</p> <p>AGSM At the end of mid semester assessment, course lecturers are asked to identify any students at risk of failing each course. These students are asked to consult Student Experience and the lecturer to establish a plan to ensure success in the second half of the course. This may involve additional consultation time with lecturers. In the event of course failure there is an involved and hands-on approach to improving performance.</p> <p>GRS and UNSW Canberra</p> <ul style="list-style-type: none"> For research students monitoring of progress is via the Annual Progress Reviews. All enrolled international research students are required to undergo Confirmation of Candidature (PhD students) or an Annual Progress Review (Masters students) in their first year followed by an Annual Progress Review in each subsequent year of candidature to ensure that appropriate progress is being achieved and that students are on track for completion within the expected program duration 	<p>Global Education Office & Student Exchange Associate Director, Global Education & Student Exchange, UNSW International</p> <p>Deputy Director, Global Education & Recruitment, UNSW International</p> <p>GRS Director and Deputy Director, GRS</p> <p>UNSW Foundation Studies Academic Director, Foundation Studies, UNSW Global Education</p>
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<p>Standard 10 (cont)</p> <p>10.5 The registered provider must implement the intervention strategy for any student who is at risk of not meeting satisfactory course progress requirements. At a minimum, the intervention strategy must be activated where the student has failed or is deemed not yet competent in 50% or more of the units attempted in any study period.</p> <p>10.6 Where the registered provider has assessed the student as not achieving satisfactory course progress, the registered provider must notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The written notice must inform the student that he or she is able to access the registered provider’s complaints and appeals process as per Standard 8 (Complaints and appeals) and that the student has 20 working days in which to do so.</p> <p>10.7 Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the registered provider, the registered provider must notify the Secretary of DEST⁵ through</p>	<ul style="list-style-type: none"> • Outcomes of the Annual Progress Review are recorded on the UNSW student system • UNSW policies and procedures regarding Annual Progress Reviews for research students are detailed in the GRS publications, UNSW Research Student Handbook and the Information Pack for Postgraduate Research Coordinators. They can also be found at https://www.gs.unsw.edu.au/policy/documents/aprprocedure.pdf • If students are experiencing any difficulties during their candidature, they have access to advice via their Candidature Management Officer at the GRS or the Research Student Unit at UNSW Canberra who will support students, provide policy advice and information on relevant support services as required. • If a candidate is making unsatisfactory progress they may be asked to Show Cause why their candidature should not be terminated via a formal letter from the Dean of Graduate Research The letter requesting the candidate to Show Cause will include a warning that: “If your candidature is terminated, this may lead to you being reported to the Department of Immigration and Border Protection (DIBP) and could result in cancellation of your student visa”. If the Higher Degree Committee subsequently decides to terminate the candidature after the show cause process, the student is given 20 working days to access the University’s Student Complaint Policy. <ul style="list-style-type: none"> ○ The candidate may choose to voluntarily discontinue their candidature rather than respond to the Show Cause letter, and GRS or RSU, UNSW Canberra will issue the candidate with a discontinuation letter. The letter will include a formal Notice of Intention to Report to the Department of Immigration 	
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⁵ Due to Machinery of Government changes, outdated references - DEEWR, DEST, DIISR, DIISRTE, DIICSRTE or DIAC – in this document, with the exception of direct quotes from the National Code, have been replaced with the Department of Education and Training or the Department of Immigration and Border Protection.’ Editorial changes have not been made to the National Code, as it is a Legislative Instrument. Outdated references will be completed when legislation is updated in the future.’ (Source: [AEI website](#))

<p>Standard 10 (cont)</p> <p>PRISMS of the student not achieving satisfactory course progress as soon as practicable.</p>	<p>and Border Protection.</p> <ul style="list-style-type: none"> If the candidature is to be terminated as a result of unsatisfactory progress, it is considered a breach of visa conditions. In addition to the warning in the show cause letter, GRS or RSU, UNSW Canberra issues a formal "Notice of Intention to Report" at the time the student is given 20 working days to appeal the decision to terminate their candidature. <p>Global Education Office</p> <p><u>Student Exchange</u> Student Exchange is a non-award program so grades are released at the end of each semester. Grades are checked for students who are enrolled in the full year program to ensure satisfactory progress at the end of the first semester. The home institution is responsible for any credit transfer at the end of the exchange.</p> <p><u>Practicum Exchange</u> Practicum Exchange is a non-award program for research. No grades or transcripts are given to students. The student's supervisor is responsible for ensuring satisfactory progress. The home institution is responsible for any credit transfer at the end of the exchange.</p> <p><u>Study Abroad</u> Study Abroad is a non-award program so grades are released at the end of semester. Grades are checked for students who are enrolled in the full year program to ensure satisfactory progress at the end of the first semester.</p> <p>Record retention All records are kept for a period of seven years.</p> <p>UNSW Global (Foundation Studies) All students are offered an interview after the semester 1 exam period to discuss their progress and undergraduate study options. Students with a GPA of under 5.0 are deemed to be at risk of achieving a result enabling them to</p>	
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<p>Standard 10 (cont)</p>	<p>study at an Australian University. Students with a GPA under 5.0 are additionally invited to attend a separate interview with Student Advisors. Academic support and guidance will be provided to these students as well as ongoing one-on-one consultations provided in each academic subject for these student.</p> <p>Students can choose to repeat the course. In academic interviews, this course of action might be recommended if a student has a GPA result below 5.0. In these cases, the students' files will be updated and a change made in PRISMS. This following documents are kept on the students' files;</p> <ul style="list-style-type: none"> • Evidence of assessing students course progress at the end of each study period; • Documented evidence in students' files of the intervention measures implemented for them; and • Evidence in students' files of written notice of Intention to report them for not making satisfactory progress. <p>Students who have more than two Fail or Unsatisfactory-Fail grades in individual subjects in their final results will be considered to have failed to achieve satisfactory academic progress.</p> <p>Overseas students who fail to meet their visa conditions relating to attendance or satisfactory course progress will be notified in writing of UNSW Global's intention to report the student to the Secretary of DET through PRISMS for not achieving satisfactory course progress. This written notice will inform the student that he or she is able to access the UNSW Foundation Studies complaints and appeals process and has 20 working days in which to do so. The following records are maintained:</p> <ul style="list-style-type: none"> • Results for each student are recorded on the Student and Agent Management System (SAM) • Results are assessed against the Course Progress Policy • Students who have more than two Fail or Unsatisfactory-Fail grades in 	
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Standard 10 (cont)	individual subjects in their semester results will be considered at risk of not being able to achieve satisfactory academic progress and will be formally notified <ul style="list-style-type: none">• A copy of the notification is placed on the student's file• A documented intervention strategy for students at risk of unsatisfactory course progress includes:<ul style="list-style-type: none">○ Evidence of assessing students course progress at the end of each study period;○ Documented evidence in students' files of the intervention measures implemented for them; And○ Evidence in students' files of written notice of Intention to report them for not making satisfactory progress.	
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<p>Standard 11 – Monitoring attendance</p>	<p>Connects with:</p> <ul style="list-style-type: none"> • National Code Standards 8, 10, 13 • ESOS Act Section 19 • UNSW Global Attendance Policy https://unswglobal.unsw.edu.au/documents/ESOS_PDF_Files/Attendance_Monitoring_Policy.pdf 	
<p>Outcome of Standard 11: Registered providers systematically monitor students' compliance with student visa conditions relating to attendance. Registered providers are proactive in notifying and counselling students who are at risk of failing to meet attendance requirements. Registered providers report students, under section 19 of the ESOS Act, who have breached the attendance requirements.</p>	<p>How UNSW ensures compliance</p>	<p>Person/s responsible</p>
<p>11.1 The registered provider must record the attendance of each student for the scheduled course contact hours for each CRICOS registered course in which the student is enrolled which is:</p> <ol style="list-style-type: none"> an accredited vocational and technical education course (unless Standard 11.2 applies) an accredited school course an accredited or non-award ELICOS course, or another non-award course.(3) 	<p>This Standard is not applicable to award courses. For the purposes of the National Code non-award courses do NOT include higher education courses or units including Study Abroad. (Footnote 3 to Standard 11.1d) The Standard, however, does apply to UNSW Foundation Studies.</p> <p>UNSW Global (Foundation Studies)</p> <p>Attendance monitoring Class rolls are marked and regular formal attendance checks are conducted during the Program and recorded on the Student and Agent Management system (SAM). A student can be recorded as present (with an X on the class roll), absent (with an A on the class roll), or late (with an L on the class roll). Consistent lateness to class is also taken into consideration when determining attendance levels (2 late records = 1 absence). Absences are recorded and included in the calculation of attendance whether or not medical certificates are provided by way of explanation.</p>	<p>UNSW Global (Foundation Studies) Manager, Academic Services, UNSW Global</p>

<p>Standard 11 (cont)</p> <p>11.2 Where the registered provider implements the DEST and DIAC⁶ approved course progress policy and procedures for its vocational and technical education courses, Standard does not apply.</p> <p>11.3 For the courses identified in 11.1, the registered provider must have and implement appropriate documented attendance policies and procedures for each course which must be provided to staff and students that specify the:</p> <ul style="list-style-type: none"> a. requirements for achieving satisfactory attendance, which at a minimum, requires overseas students to attend at least 80 per cent of the scheduled course contact hours b. manner in which attendance and absences are recorded and calculated c. process for assessing satisfactory attendance d. process for determining the point at which the student has failed to meet satisfactory attendance, 	<p>Assessing Satisfactory Attendance The requirement for Satisfactory Attendance is that a student must attend at least 80% of scheduled contact hours (with or without medical certificates), for the Program.</p> <p>Students at risk of not achieving satisfactory attendance Students who have attendance of less than 85% or students who have been absent for more than five consecutive days without approval, will be considered at risk of not being able to achieve Satisfactory Attendance and will receive a formal written warning by letter. The student also receives an official notification that they are at risk of not achieving satisfactory attendance. A copy of the warning letter and the “At Risk” notification are placed on the student’s file.</p> <p>If the student’s attendance does not improve, the student will receive a second official warning and is interviewed by Academic Advisors. Counselling is provided for all students deemed to be at risk. With early intervention, the more serious consequences of a student’s continued poor attendance may be prevented.</p> <p>Students unable to achieve satisfactory attendance in the Program International students who are no longer able to achieve 80% attendance for the Program and cannot demonstrate compassionate or compelling circumstances to account for their poor attendance will be notified in writing of UNSW Global’s intention to report the student to DIBP for not achieving satisfactory attendance.</p>	
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⁶ Due to Machinery of Government changes, outdated references - DEEWR, DEST, DIISR, DIISRTE, DIICCSRTE or DIAC – in this document, with the exception of direct quotes from the National Code, have been replaced with the Department of Education and Training or the Department of Immigration and Border Protection.’ Editorial changes have not been made to the National Code, as it is a Legislative Instrument. Outdated references will be completed when legislation is updated in the future.’ (Source: [AEI website](#))

<p>and</p> <p>Standard 11 (cont)</p> <p>e. procedure for notifying students that they have failed to meet satisfactory attendance requirements.</p> <p>11.4 For the courses identified in 11.1, the registered provider's attendance policies and procedures must identify the process for contacting and counselling students who have been absent for more than five consecutive days without approval or where the student is at risk of not attending for at least 80 per cent of the scheduled course contact hours for the course in which he or she is enrolled (i.e. before the student's attendance drops below 80%).</p> <p>11.5 For the courses identified in the registered provider must regularly assess the attendance of the student in accordance with the registered provider's attendance policies and procedures.</p> <p>11.6 Where the registered provider has assessed the student as not achieving satisfactory attendance for the courses identified in 11.1, the registered provider must notify the student in writing of its intention to report the student for not achieving satisfactory attendance. The written notice must inform the student that he or she is able to access the registered provider's complaints and appeals process as per Standard 8 (Complaints and appeals) and that the student has 20 working days in which to do so.</p> <p>11.7 Where the student has chosen not to access the complaints and appeals processes within the</p>	<p>Overseas students who fail to meet their visa conditions relating to attendance will be notified in writing of UNSW Global's intention to report them to the DIBP for not achieving satisfactory attendance.</p> <p>This written notice will inform the student that he or she is able to access the UNSW Global's Complaints and Appeals process and has 20 working days in which to do so.</p> <p>Australian Citizens and Permanent Residents of Australia who fail to achieve satisfactory attendance can have their enrolment in UNSW Global (Foundation Studies) cancelled.</p> <p>Information regarding attendance may be provided to an Under 18 Student's parent, guardian or sponsor, or if there is reasonable concern for the health or wellbeing of a student in the program. Students who have objections to these matters may access UNSW Global's internal complaints and appeals process in accordance with the UNSW Global Complaints and Appeals Policy.</p> <p>All documents in regards to monitoring a student's attendance will be kept on the student's file and a record of attendance is included on their Statement of Results.</p>	
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<p>20 working day period, withdraws from the process, or the process is completed and results in a decision</p> <p>Standard 11 (cont)</p> <p>supporting the registered provider, the registered provider must notify the Secretary of DEST⁷ through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.</p> <p>11.8 For the vocational and technical education and non-award courses identified in 11.1.a. and d., the registered provider may only decide not to report the student for breaching the 80 per cent attendance requirement where:</p> <ul style="list-style-type: none"> a. that decision is consistent with its documented attendance policies and procedures, and b. the student records clearly indicate that the student is maintaining satisfactory course progress, and c. the registered provider confirms that the student is attending at least 70 per cent of the scheduled course contact hours for the course in which he or she is enrolled. 		
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⁷ Due to Machinery of Government changes, outdated references - DEEWR, DEST, DIISR, DIISRTE, DIICCSRTE or DIAC – in this document, with the exception of direct quotes from the National Code, have been replaced with the Department of Education and Training or the Department of Immigration and Border Protection.’ Editorial changes have not been made to the National Code, as it is a Legislative Instrument. Outdated references will be completed when legislation is updated in the future.’ (Source: [AEI website](#))

Standard 11 (cont)

11.9 For the ELICOS and school courses identified in 11.1, the registered provider may only decide not to report a student for breaching the 80 per cent attendance requirement where:

- a. the student produces documentary evidence clearly demonstrating that compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes) apply, and
- b. that decision is consistent with its documented attendance policies and procedures, and
- c. the registered provider confirms that the student is attending at least 70 per cent of the scheduled course contact hours for the course in which he or she is enrolled.

<p>Standard 12 – Course credit</p>	<p>Connects with:</p> <ul style="list-style-type: none"> National Code Standard 8 ESOS Act Section 19 UNSW Admission with Advanced Standing and Credit Transfer Policy https://my.unsw.edu.au/student/atoz/Admissions.html#AdmissionwithAdvancedStandingandCreditTransfer UNSW Global Course Credit Policy https://unswglobal.unsw.edu.au/documents/ESOS_PDF_Files/FS-012-POL_UNSW_Foundation_Studies_Course_Credit_Policy.pdf 	
<p>Outcome of Standard 12: Registered providers appropriately recognise course credit within the ESOS framework.</p>	<p>How UNSW ensures compliance</p>	<p>Person/s responsible</p>
<p>12.1 Where the registered provider grants course credit, the registered provider must:</p> <p>a. have documented procedures for the granting and recording of course credit, and</p> <p>b. provide a record of the course credit to the student, which must be signed or otherwise accepted by the student, and place it on the student's file.</p> <p>12.2 If the registered provider grants the student course credit which leads to a shortening of the student's course, the registered provider must:</p> <p>a. if the course credit is granted before the student visa grant, indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment issued for that student for that course, or</p>	<p>Pre-enrolment – UNSW, UNSW Canberra, AGSM Prior to enrolment the Admissions Office, UNSW Canberra Research Student Unit, and MBA Programs unit processes credit on behalf of some (if not most) applicants. This credit is displayed in the student's offer letter with the duration changed to reflect the shorter time required – the eCoE issued reflects this duration. It is inferred by accepting the offer of admission the student is also accepting the credit given.</p> <p>There are documented procedures on how to record credit on SiMS so it appears on offer letters (and the student's record) which they can see on myUNSW. The Admissions Office and Research Student Unit at UNSW Canberra also maintain a contacts list of PAs and others that have been delegated to grant credit.</p> <p>The Admissions Office has limited delegation in relation to granting credit though where this occurs it has documentation provided by faculties.</p> <p>When credit is granted prior to enrolment, the offer letter produced from SiMS automatically adjusts program duration. The eCoE issued reflects the</p>	<p>Pre-enrolment: Assistant Director, Admissions</p> <p>UNSW Canberra Manager, SAS</p> <p>GRS Deputy Director, GRS</p> <p>AGSM Manager, Recruitment and Admissions, AGSM Head, AGSM Program Operations</p> <p>Post-enrolment: Manager, SD Assistant Director, Student Services & Systems</p>

b. if the course credit is granted after the student visa grant, report the change of course duration via PRISMS under section 19 of the ESOS Act.

Standard 12 (cont)

offer letter - which is reflected in training and procedure documentation.

Some credit is granted post-admission and processed by Student Services & Systems or Research Student Unit at UNSW Canberra. Student Services & Systems process the credit and send the information to SDI to amend and reissue an eCoE.

SAS at UNSW Canberra process and change the eCoE. The student normally has to sign an application for credit form which then goes to the relevant PA. The form states that this may affect the duration of the student's eCOE. Upon processing the student is issued a new eCoE where the duration of study will be reduced.

Post-enrolment - UNSW, UNSW Canberra, AGSM

Post-enrolment credit and RPL is processed via Student Services & Systems or the Research Student Unit at UNSW Canberra. Students request credit to be applied to their records and program authorities are required to authorize these changes. Variations to international students' programs are forwarded to Student Development International who issue a new eCOE. After enrolment at UNSW Canberra, the Manager, Student Administrative Services is responsible for ensuring compliance.

Whilst Student Services & Systems do not issue an offer letter, the student is sent a new eCoE by Student Development International and the credit granted can be confirmed from myUNSW.

Student acceptance of credit

Where credit has been processed at offer time (by Direct Admissions), the credit appears on the student's offer letter and it is inferred by accepting the offer that the student is acknowledging and accepting the credit given and the time-frame to complete.

In relation to post-admissions credit processing, the student is required to sign the application form requesting credit transfer. For international student visa holders, they are required to acknowledge that signing the form is almost certainly going to impact on the duration of their eCoE, and that in that event, a new eCoE will be emailed to them. It is inferred by re-

UNSW Canberra

Manager, SAS

AGSM

Head, AGSM Program Operations

UNSW Foundation Studies

Assistant Principal (Quality & Improvement)

Standard 12 (cont)

enrolling/paying fees, not returning the new eCoE or otherwise challenging/appealing credit that has been processed that the student has accepted the credit granted which can be viewed as part of MyUNSW.

AGSM

Students who wish to gain credit for courses studied prior to commencement are required to sit for an exam to demonstrate that their understanding of the subject is of a sufficient standard for credit in the AGSM MBA Program.

All credit granted post-enrolment and under most circumstances will not affect the duration of study. Where it does, AGSM seeks advice from UNSW ESOS Student Coordinator to arrange for change of duration through PRISMS.

- Applications for Recognition of Prior Learning are submitted and filed
- Test results and transcripts from previous study are attached to the student file.

GRS

Students who are transferring from another institution (as per Standard 7) and continuing their research have the duration of their course reduced by the amount of EFTSL consumed at the previous institution. This is outlined on the student's admission offer letter, and the eCoE issued reflects the duration. By accepting the offer of admission, the student is also accepting the reduced duration.

Global Education Office

Student Exchange

Not applicable as a non-award program. Results obtained at UNSW are credited to the student's record at their home institution.

Practicum Exchange

Not applicable as a non-award program. No results will be obtained at UNSW. The home institution is responsible for any credit transfer at the end of the exchange.

Study Abroad

	<p>Not applicable as a non-award program. Results obtained at UNSW are credited to the student's record at their home institution.</p>	
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UNSW Global (Foundation Studies)

- All students study within a chosen stream which is comprised of various compulsory subjects (a full load).
- Due to the preparatory nature of the Foundation Studies Program, exemptions are NOT given and a repeating student will repeat all subjects for one or both semesters for a stream of study. This guarantees compliance with most aspects of Standard 12.

<p>Standard 13 – Deferring, suspending or cancelling the student’s enrolment</p>	<p>Connects with:</p> <ul style="list-style-type: none"> • National Code Standards 2.1 f, 5, 8 • ESOS Act Section 19 • Regulations 3.02, 3.03 of the ESOS Regulations 2001 • Migration Act 1958 • Student Visa Condition 8202 • UNSW Deferral of program commencement http://www.gettingstarted.unsw.edu.au/accepting-your-offer • UNSW Program Leave Policy https://my.unsw.edu.au/student/atoz/ProgramLeave.html • UNSW Research Student Handbook and Variation of Candidature Procedure http://www.gs.unsw.edu.au/policy/documents/variationprocedure.pdf • UNSW Student Misconduct Procedures https://my.unsw.edu.au/student/atoz/BehaviourOfStudents.html • Student Code Policy https://www.gs.unsw.edu.au/policy/documents/studentcodepolicy.pdf • UNSW Student Misconduct Policy https://unswglobal.unsw.edu.au/documents/ESOS_PDF_Files/Student_Misconduct_Policy.pdf • UNSW Global (Foundation Studies) Deferral, Suspension and Withdrawal Policy https://unswglobal.unsw.edu.au/documents/ESOS_PDF_Files/deferral-suspension-and-withdrawal-policy.pdf 	
<p>Outcome of Standard 13: Registered providers may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.</p>	<p>How UNSW ensures compliance</p>	<p>Person/s responsible</p>

<p>13.1 The registered provider must have in place documented procedures for assessing, approving and recording a deferment of the commencement of study or suspension of study for the student, including keeping documentary evidence on the student's file of the assessment of the application.</p> <p>Standard 13 (cont)</p>	<p>UNSW, UNSW Canberra, AGSM Deferment UNSW will permit a student to defer commencement of study from one admission period to the next. No Program Authority is required. Requests are processed by UNSW Admissions Office and AGSM – see http://www.gettingstarted.unsw.edu.au/accept-or-defer-your-offer</p> <p>GRS and UNSW Canberra Deferment For postgraduate research students, the Program Authority is required to ensure that adequate supervision, space and resources are available for the next admission period.</p> <p>UNSW Program Leave Students already enrolled and wishing to apply for program leave must do so prior to the census date of the relevant semester by completing the Program Enrolment Variation form. Program Authority approval is required. See https://student.unsw.edu.au/program-leave For research students see UNSW Research Student Handbook and Variation of Candidate Procedure https://research.unsw.edu.au/candidature-variation</p> <p>All documentation is retained on the student's physical or electronic file as well as their SiMS record.</p> <p>When program leave has been approved and updated centrally, SDI reports the leave to DIBP via PRISMS and also advises the student in writing that taking program leave may affect their student visa and recommends that they contact their local DIBP Office.</p> <p>Global Education Office Deferment Students can defer their enrolment to the following semester prior to their arrival at UNSW. Student variations are processed on the PRISMS website and new eCoE created if required.</p>	<p>UNSW Assistant Director, Student Services & Systems Manager, SD</p> <p>UNSW Canberra Manager, SAS</p> <p>GRS Deputy Director, GRS</p> <p>AGSM Head, AGSM Program Operations</p> <p>Study Abroad Deputy Director, Global Education & Recruitment, UNSW International</p> <p>UNSW Global (Foundation Studies) Manager, Admissions & Enrolment, UNSW Global</p> <p>Manager, Academic Services, Education Group, UNSW Global</p>
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<p>Standard 13 (cont)</p>	<p>Suspension/Cancellation Each application is dealt with on a case-by-case basis. If students need to return home for any reason they are required to inform the Study Abroad Office as soon as possible. The students are referred to the UNSW Counselling Unit if appropriate. Supportive documentation needs to be sighted. Student variations are completed if a student withdraws for compassionate and compelling reasons and a withdrawal without failure</p> <p>UNSW Global (Foundation Studies) UNSW Global's Deferral, Suspension and Withdrawal Policy was reviewed, updated and published in March 2017.</p> <p>Students are advised, prior to their enrolment, of the grounds upon which their enrolment may be deferred, suspended or withdrawn.</p> <p>Students can defer commencement of their Program to a later intake date in certain limited compassionate and compelling circumstances (at the discretion of the provider) as per policy.</p> <p>Students can request a deferral to the commencement of their Program in writing to Student Services or Admissions and Enrolment prior to the course commencing or in certain limited compassionate circumstances (at the discretion of the provider).</p> <p>If the request to defer or suspend is approved, the student will receive a new Confirmation of Enrolment letter and will be required to sign a new written agreement to reflect the new commencement date. All International students on student visas are informed that deferral, suspension or cancellation of enrolment may affect their student visa.</p> <p>Copies of student requests for deferral of Program commencements are kept on students' files.</p> <p>Admissions and Enrolment team will inform the Department of Education via PRISMS when a student's enrolment is deferred suspended or cancelled.</p>	
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<p>Standard 13 (cont)</p> <p>13.2 The registered provider can only defer or temporarily suspend the enrolment of the student on the grounds of:</p> <p>a. compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes), or</p> <p>b. misbehaviour by the student.</p>	<p>UNSW, UNSW Canberra</p> <p>A suspension or exclusion from university as a result of misbehaviour is authorised by the Student Misconduct Procedure which operates under the Student Code Policy. The Student Integrity Unit provides guidance on the policy and procedures, including guidance on internal and external appeals.</p> <p>Under the Student Misconduct Procedure ‘suspension’ means the cancellation of enrolment of a student and the withdrawal for a specified time of all rights and privileges as a student of the University, including the right to re-enrol as a student and the right to enter or to be on University grounds. Unless otherwise advised the student has the right to recommence study at the end of the suspension.</p> <p>‘Suspension in urgent circumstances’ means a temporary suspension of a student from all or select university grounds, made in accordance with part 10 of the procedure.</p> <p>Withdrawal - Compassionate/compelling circumstances</p> <p>After the census date program leave is not applicable as the student retains an enrolment record for the course/s that they are enrolled in. However, where the student can demonstrate that they meet the HESA criteria for special circumstances, they can apply for fee remission using the appropriate form. All applications must have supporting documentary evidence attached and be signed by the relevant course authority.</p> <p>UNSW Global (Foundation Studies)</p> <p>Withdrawal on compassionate or compelling circumstances – applications are referred to Student advisers and are dealt with in accordance with UNSW Global’s Deferrals, Suspensions and Withdrawal Policy.</p> <p>Copies of all correspondence regarding applications for deferment or leave are placed on students’ files.</p>	<p>UNSW</p> <p>Director, UNSW Integrity Assistant Director, Student Services & Systems Manager, Student Integrity Unit</p> <p>UNSW Canberra</p> <p>Manager, SAS</p> <p>GRS</p> <p>Deputy Director, GRS and Executive Officer, Office of the PVCRT</p> <p>UNSW Global (Foundation Studies)</p> <p>Manager, Academic Services, UNSW Global Education</p>
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<p>Standard 13 (Cont)</p>	<p>UNSW, UNSW Canberra Misbehaviour by student Penalties for student misconduct are provided in Appendix B of the Student Misconduct Procedure. Students found guilty of academic or student misconduct may be excluded from the University.</p> <p>Global Education Office <u>Student Exchange</u> Students found guilty of academic misconduct or student misconduct are dealt with by the Director, UNSW Integrity.</p> <p><u>Practicum Exchange</u> Students found guilty of academic misconduct or student misconduct are dealt with by the Director, UNSW Integrity.</p> <p><u>Study Abroad</u> Students found guilty of academic misconduct or student misconduct are dealt with by the Director, UNSW Integrity.</p> <p>UNSW Global (Foundation Studies) Penalties will be imposed on students who are found guilty of academic or non-academic student misconduct, in accordance with the UNSW Global Student Misconduct Policy. Penalties can range from remedial educative action; severe reprimand; reduction of marks or grades; failure in a course; suspension, exclusion or expulsion from the program.</p> <p>“Suspension” means prohibition from entering a defined area (such as computer labs, classrooms, lecture theatres or common areas) or a defined facility.</p> <p>“Exclusion” means the cancellation of enrolment of a student and the withdrawal for a specified time of all of their rights and privileges as a UNSW Global (Foundation Studies) student, including the right to re-enrol as a UNSW Global (Foundation Studies) student and the right to enter or to be on UNSW Global or UNSW grounds.</p>	<p>UNSW Global (Foundation Studies) Manager, Student Life, UNSW Global</p>
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<p>Standard 13 (cont)</p>	<p>“Cancellation” means the cancellation of enrolment of a student and termination of all of their rights and privileges as a UNSW Global (Foundation Studies) student, including the right to re-enrol as a UNSW Global (Foundation Studies) student and the right to enter or to be on UNSW Global or UNSW grounds.</p> <p>All student misconduct allegations are dealt with in accordance with the UNSW Global Student Misconduct Policy (https://unswglobal.unsw.edu.au/documents/ESOS_PDF_Files/Student_Misconduct_Policy.pdf). Relevant decision makers will examine the evidence and determine appropriate action. Decision making process are documented and put on students’ files and as well as being sent to students.</p> <p>If a student’s enrolment is to be suspended or cancelled, UNSW Global will notify the student in writing of its intention to do so, notifying the student that he or she has 10 working days (20 working days in relation to ITRs) to access the UNSW Global Complaints and Appeals process.</p>	
<p>13.3 The registered provider must:</p> <p>a. inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa, and</p> <p>Standard 13 (cont)</p>	<p>Text included in letters to students who are discontinuing:</p> <p><i>“As an international student you are required to maintain constant enrolment with this Institution in order for your visa to remain valid. As you have now been discontinued and are therefore not enrolled with this University, you are required to contact the Department of Immigration and Border Protection (DIBP) immediately to seek advice on alternative visa arrangements”.</i></p> <p>Text included in letters to students who have been given program leave:</p> <p><i>“The University has approved your request for program leave, however as you are on a student visa, certain conditions may apply. The University is obliged under the Education Services for Overseas Students (ESOS) Act 2000 to report all students on program leave to the Department of Immigration and Border Protection (DIBP). Information regarding this and any conditions that apply to your leave will be sent to your student email address shortly. If you have not received any information within ten working days, please contact Student Development International at international.student@unsw.edu.au.</i></p> <p>SDI produces program leave and discontinuation reports twice a week to</p>	<p>Assistant Director, Student Services & Systems</p>

<p>b. notify the Secretary of DEST⁸ via PRISMS as required under section 19 of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled.</p>	<p>ensure all international student visa holders on Program Leave or discontinued are appropriately reported to DIBP via PRISMS.</p> <p>When the student's enrolment is deferred, temporarily suspended or cancelled and updated centrally, SDI reports the leave to DIBP via PRISMS and also advises the student in writing that taking program leave may affect their student visa and recommends that they contact their local DIBP Office.</p>	
<p>13.4 The registered provider must inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access the registered provider's internal complaints and appeals process as per Standard 8.1. If the student accesses the registered provider's internal complaints and appeals process, the suspension or cancellation of the student's enrolment under this standard cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.</p>	<p>A suspension not initiated by a student and not as a result of poor academic standing, is normally authorised by the Student Misconduct Procedure, which operates under the Student Code Policy.</p> <p>A student is notified of the penalty (i.e. any suspension or exclusion) in writing after the matter has been investigated and determined by the Director, UNSW Integrity or the Director, Student Services and Systems. Heads of School and Deans do not have the authority to suspend or exclude students; matters must be referred to the Director, UNSW Integrity if this is the proposed penalty.</p> <p>The notification of the penalty includes advice that appeals can be lodged internally with the Deputy Vice-Chancellor (Education) on the grounds of procedural fairness.</p> <p>The Deputy Vice-Chancellor (Education)'s decision on an appeal includes information on external review/appeal rights. Note: See also Standard 8.1.</p>	<p>UNSW Senior Deputy Vice-Chancellor Deputy Vice-Chancellor (Education) Manager, Student Integrity Unit Director, Student Services and Systems</p>

⁸ Due to Machinery of Government changes, outdated references - DEEWR, DEST, DIISR, DIISRTE, DIICCSRTE or DIAC – in this document, with the exception of direct quotes from the National Code, have been replaced with the Department of Education Training or the Department of Immigration and Border Protection.⁷ Editorial changes have not been made to the National Code, as it is a Legislative Instrument. Outdated references will be completed when legislation is updated in the future.⁷ (Source: [AEI website](#))

<p>Standard 14 – Staff capability, educational resources and premises</p>	<p>Connects with:</p> <ul style="list-style-type: none"> • National Code Part C – 11 Inspection of premises • UNSW (Academic Staff) Enterprise Agreement • UNSW (General Staff) Enterprise Agreement • UNSW Strategic Asset Management Plan 	
<p>Outcome of Standard 14: The staff of registered providers are suitably qualified or experienced in relation to the functions they perform for students. The educational resources of registered providers support the delivery of courses to students. The premises of registered providers, including the floor space available for each student, support students to achieve their course outcomes</p>	<p>How UNSW ensures compliance</p>	<p>Person/s responsible</p>
<p>14.1 The registered provider must have and implement policies and procedures to ensure its staffing resources are adequate and have the capabilities as required by the quality assurance framework applying to the course. Where the course provided by the registered provider is not subject to an appropriate quality assurance framework, the registered provider must have and implement appropriate documented policies and processes for the recruitment, induction, performance assessment and ongoing development of members of staff involved with the recruitment or delivery of education or client services to students.</p>	<p>Staff Capability UNSW including UNSW Canberra The UNSW (Academic Staff) Enterprise Agreement and the UNSW (General Staff) Enterprise Agreement includes a series of position classification standards for each level of staff. These standards set out the general standard, specific duties and skill base (education, experience and job knowledge) for staff to be employed by UNSW including recruitment and delivery of education or client services to students.</p> <p>UNSW has developed a comprehensive framework for performance development for senior staff, academic staff, and professional and technical staff which emphasises an annual review of performance, setting expectations and goals for the following 12 months and identifying skill development and personal career development needs. In addition development needs of staff are catered for through a variety of internal and external programs – see http://www.hr.unsw.edu.au/services/indrel/ea.html</p> <p>Staff development at UNSW Canberra is overseen by the local HR team who co-ordinate a number on and off-campus programs according to the needs of staff. Compliance is assured through a combination of supervision at the work</p>	<p>UNSW Director, Human Resources</p> <p>UNSW Canberra Manager, Human Resources</p> <p>UNSW Global (Foundation Studies) Assistant Academic Director, Foundation Studies, UNSW Global</p>

<p>Standard 14 (cont)</p>	<p>unit level and central control through UNSW Human Resources. The performance development discussion provides a mechanism whereby appropriate accountabilities for all staff can be measured and managed.</p> <p>The Learning and Teaching Unit provides specific support to enhance best practice in learning and teaching through the provision of cohesive, strategic and integrated approaches to student learning.</p> <p>UNSW Global (Foundation Studies) All UNSW Global (Foundation Studies) teaching staff have a relevant degree and teaching qualifications or equivalent experience. Staff are appraised annually using the UNSW Global (Foundation Studies) staff appraisal process or via online student surveys.</p> <p>ESOS Compliance training is provided on request to relevant staff, by the Legal and Compliance team.</p>	<p>UNSW Global (Foundation Studies) ESOS Compliance Officer, Legal and Compliance,</p>
<p>14.2 The registered provider must have adequate education resources, including facilities, equipment, learning and library resources and premises as required by the quality assurance framework applying to the course. Where the course provided by the registered provider is not subject to an appropriate quality assurance framework, the registered provider must ensure it has adequate education resources, including facilities, equipment, learning and library resources, and premises, as are needed to deliver the registered course to the students enrolled with the registered provider.</p>	<p>Educational resources and premises UNSW Campuses in New South Wales UNSW is an internationally recognized teaching and research university. The main campus at Kensington is highly regarded architecturally and consists of state-of-the-art faculty and service facilities that combine to provide a quality educational, communal and working environment for students and staff.</p> <p>UNSW has the following campuses in the New South Wales area:</p> <ol style="list-style-type: none"> 1. Kensington Campus – The main UNSW campus offers state-of-the-art teaching and research facilities that combine to provide a high quality educational, working and communal environment for both students and staff. A number of the buildings on the campus are architecturally significant. 2. Other Sydney Metropolitan Campuses – Located in the Sydney CBD, 	<p>UNSW Sydney campuses Vice-President, Finance & Operations Vice-President, Deputy Vice-Chancellor Academic Vice-President, Deputy Vice-Chancellor (Research) University Librarian</p> <p>UNSW Canberra Rector Manager, SAS Manager, Academy Library</p>

<p>Standard 14 (cont)</p> <p>14.3 The registered provider must notify the designated authority and the students enrolled with the registered provider of any intention to relocate premises including the head office and campus locations) at least 20 working days before the relocation.</p>	<p>Paddington, Randwick, Manly Vale and Coogee.</p> <ol style="list-style-type: none"> 3. David Phillips Sporting Complex – In the Sydney suburb of Daceyville. 4. Rural Clinical School – Four major teaching campuses in Albury Wodonga, Coffs Harbour, Wagga Wagga and Port Macquarie plus smaller campuses in Kempsey and Griffith. 5. Field Stations – Located in the rural NSW towns of Fowlers Gap, Hay, Wellington and Smiths Lake. <p>UNSW ensures that its facilities remain compliant with all applicable laws and codes of practice through its ongoing capital works program, infrastructure upgrades, annually updated strategic plans, regular space audits and benchmarking.</p> <p>The capital investment process is overseen by the University's Vice-President, Finance and Operations.</p> <p>.</p> <p>Study and research facilities are comprehensive.</p> <p>Through employing practices such as an annual strategic planning process, regular space audits and benchmarking, UNSW aims to ensure that its educational resources, facilities, infrastructure and equipment remain compliant and are improved and utilised to best accommodate the needs of the university's strategic and operational plans. These practices result in an annual capital works program, infrastructure upgrades and, in 2015, a focus on a review of learning spaces requirements to support new models of learning and teaching; the development of a program for the ongoing upgrade of these facilities as well as the upgrade and provision of cutting edge research facilities.</p>	<p>UNSW Global (Foundation Studies) Assistant Academic Director, Foundation Studies, UNSW Global</p>
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Standard 14 (cont)

The capital investment process is overseen by the University's Vice-President, Finance and Operations.

The UNSW Library is one of the largest academic libraries in Australia. Its superior provision of online information resources includes over 100,000 e-journals and 850,000 e-books. Students have access to a wide range of onsite facilities and services including print collections, 360 PCs, fast wireless access, 3500 study seats, and assistance. A majority of materials for course support is provided online.

UNSW Canberra

The UNSW Canberra campus is a Department of Defence (DoD) facility. Its buildings and grounds are administered and maintained by DoD and its contractors. ADFA staff and key UNSW Canberra staff continually review needs to ensure that its facilities and equipment are utilized to best accommodate the needs of the UNSW Canberra Strategic and Operational Plans and incorporated in the ADFA Strategic Facilities and Refurbishment Plan.

The Research Student Unit, SAS is responsible for the maintenance of a designated recreation space for students. In addition, there are other facilities available to students that include a prayer room, photocopiers, computers, printers and kitchen facilities.

UNSW Global (Foundation Studies)

- Educational resources support the appropriate delivery of Foundation Studies Programs
- Class sizes are typically 19 or less
- Each subject is supported by high-quality teaching and reference materials
- Classrooms are modern, air-conditioned and have access to multimedia, internet and projection systems

<p>Standard 15 – Changes to registered providers’ ownership or management</p>	<p>Connects with:</p> <ul style="list-style-type: none"> • National Code Part C • ESOS Act Sections 5, 9, 17, 27, 29, 31 	
<p>Outcome of Standard 15: Registered providers proactively inform the designated authority of prospective ownership and/or management changes.</p>	<p>How UNSW ensures compliance</p>	<p>Person/s Responsible</p>
<p>15.1 The registered provider must advise the designated authority in writing of:</p> <p>a. any prospective changes to the ownership of the registered provider as soon as practicable prior to the change taking effect, and</p> <p>b. any prospective or actual change to the high managerial agents (as defined in section 5 of the ESOS Act) of the registered provider as soon as practicable prior to the change taking effect or within 10 working days of the change taking effect where the change cannot be determined until it takes effect.</p> <p>15.2 The registered provider must provide the designated authority with information on the new owner or high managerial agent for the purpose of making an assessment under section 9(6) of the ESOS Act.</p>	<p>UNSW If the Principal Executive Officer of the University changes, the SDI advises the Designated Authority and PRISMS of this change in writing along with a sample signature of the new PEO. This is then updated on the system to reflect the change.</p> <p>When the Principal Executive Officer changes SDI must first request a change of PEO signature form from the PRISMS Help Desk and complete it accordingly. The new PEO must then sign the form and return it to the SDI who then countersigns it and returns it to PRISMS for processing. TEQSA is informed accordingly and the change is made. The ESOS Student Coordinator is also informed of the relevant change and that the update has occurred.</p> <p>UNSW Global (Foundation Studies) UNSW Global (through UNSW International) will advise the designated authority in writing of any prospective changes to the ownership of the provider and any prospective or actual changes to the high managerial agents as soon as practicable prior to the change taking effect or within 10 working days of the change taking effect.</p> <p>UNSW Global (through UNSW International) will provide the designated authority with information on the new owner or high managerial agent for the purpose of making an assessment under section 9 (6) of the ESOS Act.</p>	<p>UNSW Manager, SD</p> <p>UNSW Global Chief Executive Officer, UNSW Global</p>

Standard 15 (cont)	UNSW International will liaise with the designated authority to ensure compliance is maintained within designated timeframes. Record Retention Records of PEO sample signatures are kept in hard copy in the CRICOS folder by UNSW International.	
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UNSW AND UNSW CANBERRA - ESOS/National Code Compliance - Directory of Persons Responsible

Legislative Requirements	Name	Position	Contact details
Commonwealth Payment of ARC (ESOS Act 2000 amended 2015 – Section 23)	Professor Merlin Crossley	Deputy Vice-Chancellor Academic	T: x52800 E: m.crossley@unsw.edu.au
	Mr Martin McMahon	International Operations Manager, UNSW International	T: x54862 E: martin.mcmahon@unsw.edu.au
	Ms Jan Thomas	Manager, SD	T. x 55334 E: jan.thomas@unsw.edu.au
	Mr Jerome Ho	Manager, SAS, UNSW Canberra	T: 6268 8709 E: j.ho@adfa.edu.au
	Mr Martin McMahon	International Operations Manager, UNSW International	T: x54862 E: martin.mcmahon@unsw.edu.au
ESOS Legislation Amendment (Tuition Protection Service and Other Measures) Act 2013	Ms Jan Thomas	Manager, SD	T. x 55334 E: jan.thomas@unsw.edu.au
	Ms Clare Jones	Assistant Director, Student Services & Systems	T: x53087 E: clare.jones@unsw.edu.au
	Mr Andrew Knight	Assistant Director, Admissions	T: x58794 E: andrew.knight@unsw.edu.au
	Mr John Reed	Director, Student Services & Systems	T: x51919 E: john.reed@unsw.edu.au

National Code 2017 Part C	Name	Position	Contact Details
<p>Institution Registration on CRICOS - UNSW</p> <p>UNSW Canberra</p> <p>Program Registration on CRICOS – UNSW</p> <p>UNSW Canberra</p>	<p>Professor Ian Jacobs</p> <p>Mr Martin McMahon</p> <p>Mr Jerome Ho</p>	<p>President and Vice Chancellor</p> <p>Manager, UNSW International</p> <p>Manager, SAS, UNSW Canberra</p>	<p>T: x52884 E: vice-chancellor@unsw.edu.au</p> <p>T: x54862 E: martin.mcmahon@unsw.edu.au</p> <p>T: 6268 8709 E: j.ho@adfa.edu.au</p>
<p>Annual Declaration of Conformity</p>	<p>Professor Ian Jacobs</p> <p>Mr Robert Jones</p> <p>Mr Jerome Ho</p>	<p>President and Vice Chancellor</p> <p>Deputy Director, Student Hub/ Student Life</p> <p>Manager, SAS, UNSW Canberra</p>	<p>T: x52884 E: vice-chancellor@unsw.edu.au</p> <p>T: x58476 E: robert.jones@unsw.edu.au</p> <p>T: 6268 8709 E: j.ho@adfa.edu.au</p>

National Code 2017 Standards	Name	Position	Contact Details
1/Marketing Information & Practices	Mr Laurie Pearcey	Executive Director, UNSW International	T: x52458 E: l.pearcey@unsw.edu.au
	Mr Martin McMahon	International Operations Manager, UNSW International	T: x54862 E: martin.mcmahon@unsw.edu.au
	Ms Anna Martin	Associate Director, Global Education & Student Exchange	T: x56895 E: anna.martin@unsw.edu.au
	Ms Raey Jasinski	Systems and Publications Manager, Admissions	T: x59303 E: r.jasinski@unsw.edu.au
	Mr Jerome Ho	Manager, SAS, UNSW Canberra	T: 6268 8709 E: j.ho@adfa.edu.au
	Ms Lisa Morisset	Manager, Relationship Management Team, UNSW Canberra	T: 6268 8702 E: l.morisset@adfa.edu.au
	Mr Kurt Barnett	Manager, Creative Media Unit, UNSW Canberra	T: 6268 8511 E: k.barnett@adfa.edu.au
	Ms Rebecca Lawrence	Deputy Director, GRS	T: x54048 E: rebecca.lawrence@unsw.edu.au
	Ms Lucy Jones	Director, GRS	T: x57669 E: lucy.jones@unsw.edu.au
	Ms Alison Brown	Head, AGSM Brand and Communications, UNSW Business School	T: x58467 E: alison.brown@agsm.edu.au
	Ms Stacey Davies	Marketing Manager, Arts & Social Sciences	T: x51307 E: stacey.davies@unsw.edu.au
Ms Sarah Lightfoot	Director, Marketing, Admissions &	T: x59693 E: s.lightfoot@unsw.edu.au	

National Code 2017 Standards	Name	Position	Contact Details
1/Marketing Information & Practices (cont)	<p>Ms Marie Caccamo</p> <p>Ms Caroline Hamilton</p> <p>Ms Amy Stanley</p> <p>Ms Cristina Kennett</p> <p>Mr Damien Nedeljkovic</p> <p>Ms Marisa Cardoso</p>	<p>Student Recruitment, Business School</p> <p>Manager, Marketing and Communications Unit, Built Environment</p> <p>Director, Marketing and Communications Engineering</p> <p>Marketing Manager, Law</p> <p>Manager, Marketing & Communications, Medicine</p> <p>Student Recruitment Manager, Art and Design</p> <p>Marketing Manager, Science</p>	<p>T: x54973 E: marie.caccamo@unsw.edu.au</p> <p>T: x54023 E: chamilton@unsw.edu.au</p> <p>T: x59928 E: amy-louise.stanley@unsw.edu.au</p> <p>T: x53064 E: c.kennett@unsw.edu.au</p> <p>T: x60870 E: d.nedeljkovic@unsw.edu.au</p> <p>T: x54283 E: m.cardoso@unsw.edu.au</p>
2/Student Engagement Before Enrolment	<p>Mr Laurie Pearcey</p> <p>Ms Raey Jasinski</p> <p>Mr Robert Jones</p> <p>Ms Jan Thomas</p> <p>Ms Rebecca Lawrence</p>	<p>Executive Director, UNSW International</p> <p>Systems and Publications Manager, Admissions</p> <p>Deputy Director, Student Hub / Student Life</p> <p>Manager, SD</p> <p>Deputy Director, GRS</p>	<p>T: x52458 E: l.pearcey@unsw.edu.au</p> <p>T: x59303 E: r.jasinski@unsw.edu.au</p> <p>T: x58476 E: robert.jones@unsw.edu.au</p> <p>T: x55334 E: jan.thomas@unsw.edu.au</p> <p>T: x54048 E: rebecca.lawrence@unsw.edu.au</p>

National Code 2017 Standards	Name	Position	Contact Details
2/Student Engagement Before Enrolment (cont)	Ms Lucy Jones	Director, GRS	T: x57669 E: lucy.jones@unsw.edu.au
	Ms Jayne Gao	Manager, Recruitment and Admissions, AGSM, UNSW Business School	T: x19278 E: jayne.gao@agsm.edu.au
	Mr Andrew Knight	Assistant Director, Admissions	T: x58794 E: andrew.knight@unsw.edu.au
	Ms Elviera Lumowa	Manager, Admissions & Enrolment, UNSW Global Education	T: x55398; F: 9662 2651 E: e.lumowa@unsw.edu.au
	Ms Stacey Davies	Marketing Manager, Arts & Social Sciences	T: x51307 E: stacey.davies@unsw.edu.au
	Ms Sarah Lightfoot	Director, Marketing, Admissions & Student Recruitment, Business School	T: x59693 E: s.lightfoot@unsw.edu.au
	Ms Marie Caccamo	Manager, Marketing and Communications Unit, Built Environment	T: x54973 E: marie.caccamo@unsw.edu.au
	Ms Caroline Hamilton	Director, Marketing and Communications Engineering	T: x54023 E: chamilton@unsw.edu.au
	Ms Amy Stanley	Marketing Manager, Law	T: x59928 E: amy-louise.stanley@unsw.edu.au
	Ms Cristina Kennett	Manager, Marketing & Communications, Medicine	T: x53064 E: c.kennett@unsw.edu.au
Mr Damien Nedeljkovic	Student Recruitment Manager, Art & Design	T: x60870 E: d.nedeljkovic@unsw.edu.au	

National Code 2017 Standards	Name	Position	Contact Details
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3/Formalisation of Enrolment	Mr Andrew Knight	Assistant Director, Admissions	T: x58794 E: andrew.knight@unsw.edu.au
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	Mr Laurie Pearcey	Executive Director, UNSW International	T: x52458 E: l.pearcey@unsw.edu.au
	Ms Felicity Barnes	Head, AGSM Program Operations, UNSW Business School	T: x50587 E: felicity.barnes@agsm.edu.au
	Mr Jerome Ho	Manager, SAS, UNSW Canberra	T: 6268 8709 E: j.ho@adfa.edu.au

National Code 2017 Standards	Name	Position	Contact Details
4/Education Agents	Mr Laurie Pearcey	Executive Director, UNSW International	T: x52458 E: l.pearcey@unsw.edu.au
5/Younger Overseas Students	Mr Robert Jones	Deputy Director, Student Hub / Student Life	T: x58476 E: robert.jones@unsw.edu.au
	Ms Jan Thomas	Manager, SD	T: x55334 E: jan.thomas@unsw.edu.au
	Ms Charlotte Long	Manager, Student Engagement & Success, UNSW Global (Student Services & Recruitment)	T: x56330 E: c.long@unsw.edu.au
6/Student Support Services	Mr Robert Jones	Deputy Director, Student Hub / Student Life	T: x58476 E: robert.jones@unsw.edu.au
	Ms Jan Thomas	Manager, SD	T: x55334 E: jan.thomas@unsw.edu.au
	Ms Annie Andrews	Director, CAPS	T: x55418 E: a.andrews@unsw.edu.au
	A/Professor Sue Starfield	Director, The Learning Centre	T: x53369 E: s.starfield@unsw.edu.au
	Dr Ann Jardine	Director, Student Equity & Disabilities Unit	T: x56360 E: a.jardine@unsw.edu.au
	Ms Taye Morris	Manager, Careers & Employment	T: x55432 E: t.morris@unsw.edu.au

National Code 2017 Standards	Name	Position	Contact Details
6/Student Support Services (cont)	Ms Michelle Chhuy	Manager, Student Central	T: x51417 E: m.chhuy@unsw.edu.au
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	Ms Rebecca Lawrence	Deputy Director, GRS	T: x54048 E: rebecca.lawrence@unsw.edu.au
	Ms Anna Martin	Associate Director, Global Education & Student Exchange	T: x56895 E: anna.martin@unsw.edu.au
	Mr Jerome Ho	Manager, SAS, UNSW Canberra	T: 6268 8709 E: j.ho@adfa.edu.au
	Ms Felicity Barnes	Head of Program Operations, AGSM, Business School	T: x50587 E: felicity.barnes@agsm.edu.au
	Ms Morgan Sage	Study Abroad Coordinator, UNSW International	T: x55100 E: m.sage@unsw.edu.au
7/Transfer between Registered Providers	Ms Jan Thomas	Manager, SD	T: x55334 E: jan.thomas@unsw.edu.au
	Mr Andrew Knight	Assistant Director, Admissions	T: x58794 E: andrew.knight@unsw.edu.au
	Mr Stephen James	Chief Operating Officer, UNSW Global	T: 8117 2001 E: s.james@unsw.edu.au
	Ms Jayne Gao	Manager, Recruitment and Admissions, AGSM, UNSW Business School	T: x19278 E: jayne.gao@agsm.edu.au
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National Code 2017 Standards	Name	Position	Contact Details
7/Transfer between Registered Providers (cont)	Ms Rebecca Lawrence	Deputy Director, GRS	T: x54048 E: rebecca.lawrence@unsw.edu.au
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	Ms Laurie Pearcey	Executive Director, UNSW International	T: x52458 E: l.pearcey@unsw.edu.au
8/Complaints and Appeals	Ms Bronwyn Greene	Director, UNSW Integrity	T: x5 E: @unsw.edu.au
	Ms Kimberley Dickinson	Manager, Student Integrity Unit, Senior DVC	T: x50661 E: k.dickinson@unsw.edu.au
	Ms Clare Jones	Assistant Director, Student Services & Systems	T: x53087 E: clare.jones@unsw.edu.au
9/Completion within Expected Duration	Ms Jan Thomas	Manager, SD	T: x54734 E: jan.thomas@unsw.edu.au
	Mr Gerry Braddon	ESOS Student Coordinator	T: x53065 E: g.braddon@unsw.edu.au
	Ms Anna Martin	Associate Director, Global Education & Student Exchange	T: x56895 E: anna.martin@unsw.edu.au
	Ms Felicity Barnes	Head, AGSM Program Operations, UNSW Business School	T: x50587 E: felicity.barnes@agsm.edu.au
	9/Completion within Expected Duration	Ms Rebecca Lawrence	Deputy Director, GRS

National Code 2017 Standards	Name	Position	Contact Details
(cont)	Mr Jerome Ho	Manager, SAS, UNSW Canberra	T: 6268 8709 E: j.ho@adfa.edu.au
	Ms Morgan Sage	Study Abroad Coordinator, UNSW International	T: x55100 E: m.sage@unsw.edu.au
10/Monitoring Course Progress	Ms Clare Jones	Assistant Director, Student Services & Systems	T: x53087 E: clare.jones@unsw.edu.au
	Ms Zara Cupina	Manager, Student Administration, Medicine Education & Student Office, Medicine	T: x52444 E: z.cupina@unsw.edu.au
	Ms Jan Thomas	Manager, SD	T: x54734 E: jan.thomas@unsw.edu.au
	Ms Anna Martin	Associate Director, Global Education & Student Exchange	T: x56895 E: anna.martin@unsw.edu.au
	Ms Felicity Barnes	Head, AGSM Program Operations, UNSW Business School	T: x50587 E: felicity.barnes@agsm.edu.au
	Ms Lucy Jones	Director, GRS	T: x57669 E: lucy.jones@unsw.edu.au
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10/Monitoring Course Progress (cont)	Mr Jerome Ho	Manager, SAS, UNSW Canberra	T: 6268 8709 E: j.ho@adfa.edu.au
	Ms Linda Devereux	Coordinator, Academic Learning & Language Unit, UNSW Canberra Study Abroad Coordinator, UNSW	T: 6268 9599 E: l.devereux@adfa.edu.au

National Code 2017 Standards	Name	Position	Contact Details
	Ms Morgan Sage	International	T: x55100 E: m.sage@unsw.edu.au
11/Monitoring Attendance	N/A		
12/Course Credit	Mr Andrew Knight	Assistant Director, Admissions	T: x58794 E: andrew.knight@unsw.edu.au
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	Ms Jan Thomas	Manager, SD	T: x55334 E: jan.thomas@unsw.edu.au
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	Ms Anna Martin	Associate Director, Global Education & Student Exchange	T: x56895 E: anna.martin@unsw.edu.au
	Ms Morgan Sage	Study Abroad Coordinator, UNSW International	T: x55100 E: m.sage@unsw.edu.au

National Code 2017 Standards	Name	Position	Contact Details
13/Deferment, Suspension or Cancellation of Study During Enrolment	Ms Clare Jones	Assistant Director, Student Services & Systems	T: x53087 E: clare.jones@unsw.edu.au
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	Ms Rebecca Lawrence	Deputy Director, GRS	T: x54048 E: rebecca.lawrence@unsw.edu.au
	Ms Morgan Sage	Study Abroad Coordinator, UNSW International	T: x55100 E: m.sage@unsw.edu.au
14/Staff Capability, Educational Resources and Premises	Mr David Ward	Director, Human Resources	T: x51523 E: d.ward@unsw.edu.au
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	Professor Merlin Crossley	Deputy Vice-Chancellor Academic	T: x52800 E: m.crossley@unsw.edu.au

National Code 2017 Standards	Name	Position	Contact Details
14/Staff Capability, Educational Resources and Premises (cont)	<p>Mr Martin Borchert</p> <p>Mr Steve Nadudvary</p> <p>Mr Jerome Ho</p> <p>Ms Annette McGuinness</p>	<p>University Librarian</p> <p>Manager, Human Resources, UNSW Canberra</p> <p>Manager, SAS, UNSW Canberra</p> <p>Manager, Academy Library, UNSW Canberra</p>	<p>T: x52662 E: m.borchert@unsw.edu.au</p> <p>T: 6268 8706 E: s.nadudvary@adfa.edu.au</p> <p>T: 6268 8709 E: j.ho@adfa.edu.au</p> <p>T: 6268 8122 E: a.mcguinness@adfa.edu.au</p>
15/Changes to Registered Providers' Ownership or Management	<p>Mr Laurie Pearcey</p> <p>Mr Jerome Ho</p>	<p>Executive Director, UNSW International</p> <p>Manager, SAS, UNSW Canberra</p>	<p>T: x 52458 E: l.pearcey@unsw.edu.au</p> <p>T: 6268 8709 E: j.ho@adfa.edu.au</p>

UNSW FOUNDATION STUDIES - ESOS/National Code Compliance - Directory of Persons Responsible

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	Ms Vicki Drewe	Manager, Admissions & Enrolment, UNSW Global Education	T: x55398 E: v.drewe@unswglobal.unsw.edu.au
3/Formalisation of Enrolment	Ms Vicki Drewe	Manager, Admissions & Enrolment, UNSW Global Education	T: x55398 E: v.drewe@unswglobal.unsw.edu.au
4/Education Agents	Ms Laura Lu	Manager, Recruitment, UNSW Global	T: x53543 E: l.lu@unswglobal.unsw.edu.au
5/Younger Overseas	Ms Charlotte Long	Manager, Student Life, UNSW Global Education	T: x56454 E: c.long@unswglobal.unsw.edu.au

<i>National Code 2017 Standards</i>	Name	Position	Contact Details
Students			

National Code 2017 Standards	Name	Position	Contact Details
6/Student Support Services	Ms Charlotte Long	Manager, Student Life, UNSW Global Education	T: x56454 E: c.long@unswglobal.unsw.edu.au
7/Transfer Between Registered Providers	Ms Vicki Drewe	Manager, Admissions & Enrolment, UNSW Global Education	T: x55398 E: v.drewe@unswglobal.unsw.edu.au
8/Complaints and Appeals	Ms Yuki Yu	ESOS Compliance Officer, UNSW Global Legal & Compliance	T: 8936 2042 E: yuki.yu@unswglobal.unsw.edu.au
9/Completion within Expected Duration	Mr Paul Sutton Ms Louise Zieme	Academic Director, Foundation Studies Assistant Academic Director, Foundation Studies, UNSW Global Education	T: x57363 E: p.sutton@unswglobal.unsw.edu.au T: x50592 E: l.zieme@unswglobal.unsw.edu.au
10/Monitoring Course Progress	Mr Paul Sutton Ms Louise Zieme	Academic Director, Foundation Studies Assistant Academic Director, Foundation Studies, UNSW Global Education	T: x57363 E: p.sutton@unswglobal.unsw.edu.au T: x50592 E: l.zieme@unswglobal.unsw.edu.au
11/Monitoring	Ms Heather Rex	Manager, Academic Services, UNSW Global Education	T: x56328 E: h.rex@unswglobal.unsw.edu.au

National Code 2017 Standards	Name	Position	Contact Details
Attendance			
12/Course Credit	Mr Paul Sutton Ms Louise Zieme	Academic Director, Foundation Studies Assistant Academic Director, Foundation Studies, UNSW Global Education	T: x57363 E: p.sutton@unswglobal.unsw.edu.au T: x50592 E: l.zieme@unswglobal.unsw.edu.au
13/Deferment, Suspension or Cancellation of Study during Enrolment	Ms Vicki Drewe Ms Heather Rex	Manager, Admissions & Enrolment, UNSW Global Education Manager, Academic Services UNSW Global Education	T: x55398 E: v.drewe@unsw.edu.au T: x56328 E: h.rex@unswglobal.unsw.edu.au
14/Staff Capability, Educational Re- sources & Premises	Mr Paul Sutton Ms Louise Zieme	Academic Director, Foundation Studies Assistant Academic Director, Foundation Studies, UNSW Global Education	T: x57363 E: p.sutton@unswglobal.unsw.edu.au T: x50592 E: l.zieme@unswglobal.unsw.edu.au
15/Changes to Registered Providers' Ownership or Management	Dr Rob Forage	Chief Executive Officer, UNSW Global	T: 8117 2021 E: r.forage@unswglobal.unsw.edu.au

APPENDIX A

THE UNIVERSITY OF NEW SOUTH WALES ESOS/NATIONAL CODE COMPLIANCE

Faculty Authorisation Form

Marketing and promotional materials for International Students

FACULTY OF

Please state type of marketing/promotional material, e.g., program guide, brochure, poster, website, event giveaway and attach a copy.

.....

Declaration:

I have reviewed the marketing/promotional material attached. I have checked that this material is accurate and compliant with **current ESOS/National Code 2017** requirements including Standards 1 and 2 of Part D of the National Code:

Standard 1 Marketing information and practices
Standard 2 Student Engagement before enrolment

Name: _____

Designation: _____

Signature: _____

Date: _____

Please see the attached extracts from the Explanatory Guide to the National Code 2017 which will assist in determining compliance. The full explanatory guide can be viewed at <https://internationaleducation.gov.au/regulatory-information/education-services-for-overseas-students-esos-legislative-framework/national-code/nationalcodepartd/pages/esosnationalcodepartd.aspx>

NATIONAL CODE 2017

Standard 1 - Marketing information and practices

Registered providers ensure that marketing of their education and training services is professional, accurate and maintains the integrity and reputation of the industry.

This standard guides providers in marketing their education and training services. It offers a safeguard against unethical practices and assists both providers and students.

Key requirements for all sectors

- Marketing information and practices must be professional and ethical.
- The registered provider's name and CRICOS provider code must be clearly identified on all material used to market the provider and its courses to students.
- Information or advice given to students must not be false or misleading.
- Providers must not knowingly enrol a student wishing to transfer from another provider before the student has completed six months of his or her principal course except in circumstances outlined in [Standard 7](#). These restrictions also apply to courses taken before the principal course in a package of courses.

What's new?

- A provider must not actively recruit a student where this clearly conflicts with its obligations under Standard 7.
- It must not knowingly enrol a student prior to the student completing six months of his or her principal course except in certain circumstances (see [Standard 7.1](#)).
- These restrictions also apply to the courses taken before the principal course in a package of courses.
- A student must remain with his or her provider for all of his or her courses prior to the principal course in a package of courses unless the provider has provided a written letter of release or Standard 7.1 a., c. or d. applies.

What this standard involves:

1.1 The registered provider must ensure the marketing of its education and training services is undertaken in a professional manner and maintains the integrity and reputation of the industry and registered providers.

Providers must market their education and training services in a professional manner. This means that marketing activities will maintain the integrity and reputation of the industry and registered providers. Marketing material should reflect the provider as a skilled professional in its field and be honest and accurate. Examples of false or misleading information include a provider giving inaccurate information about the location of its campus at which courses will be provided or a provider making false comparisons with other providers. Marketing material should be edited with care and reflect the knowledge and specialisation of the providers as educators.

1.2 The registered provider must:

- a. clearly identify the registered provider's name and CRICOS number in written marketing and other material for students, including electronic form; and
- b. not give false or misleading information or advice in relation to:
 - i. claims of association between providers;
 - ii. the employment outcomes associated with a course;
 - iii. automatic acceptance into another course;
 - iv. possible migration outcomes; or
 - v. any other claims relating to the registered provider, its course or outcomes associated with the course.

The registered provider's name and the CRICOS provider number are clearly identified in marketing material for overseas students. This means that all written and electronic material that is used for marketing and recruitment of overseas students lists the registered provider's legal entity and CRICOS code. The provider's trading name is not required, but may also be included. Examples of marketing material used for recruitment purposes could include:

- information about courses for overseas students including course outlines if used to market courses and recruit students;
- the homepage of a provider's website and pages relating to international student services;
- information about living in Australia if it is used as a tool to market to and recruit students and if it has been produced for or by the provider for the purpose of marketing to and recruiting students;
- an advertisement for courses for international students in an Australian or foreign newspaper;
- materials that promote and advertise courses with a provider (including cards which may be considered more advertisements than conventional business cards);
- a letterhead, signature block or footer used in letters making offers to students, promoting courses or for other marketing purposes; and
- eMails that are sent to students offering enrolment or informing students of courses.

These materials would **not** generally be required to include the registered provider's name and the CRICOS provider number:

- envelopes;
- conventional business cards that give provider contact details only;
- job advertisements unless they are used to promote studying with a provider;
- student handbooks that are distributed after the student has enrolled with a provider;
- general information that is relevant to domestic students only;
- any other information that does not market courses to overseas students;
- tourist brochures which provide information about life in Australia; and
- links to useful external websites, such as Tourism Australia.

Note that section 107 of the ESOS Act further clarifies requirements for providers for including the registered name and CRICOS provider number on written material including in electronic form that:

- makes an offer to overseas students or intending overseas students;
- invites an overseas student or intending overseas student to undertake or apply to undertake a course; or

- holds itself out as able or willing to provide a course.

Under the Act, providers need to ensure that the registered business name and CRICOS provider number are included in such materials as the prospectus, application form, letter of offer and enrolment form if those materials perform one or more of the three functions described by the Act and mentioned above.

Please note that where any material contains a pull out or tear-away section, the removable section should also comply.

In addition, note that a provider of a course who is not a registered provider must identify the registered provider in any written material promoting the course. This would include any courses offered by arrangement with another provider. For further information about arrangements with other providers, please see [Part C of the National Code 2017](#).

Compliance tips

For a provider to show it is complying with Standard 1, it may need some of the following as evidence:

- samples of promotional material used to market and recruit students;
- letters or emails used to send course offers to student;
- evidence of arrangements with other providers and the materials used to promote courses that are taught by them;
- a letter of release to show the student has the provider's permission to transfer prior to completion of six months of his or her principal course;
- a copy of a valid enrolment offer from the new provider in the student's file where a student has applied for a letter of release;
- a documented process for signing off promotional material covered by this standard; and
- evidence of updating of material when necessary.

Standard 2 - Student engagement before enrolment

Registered providers recruit students in an ethical and responsible manner and provide information that enables students to make informed decisions about studying with the registered provider in Australia. Registered providers ensure students' qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.

The information students receive before enrolment should be accurate so that their actual study experience matches their expectations.

Students need to know about the Education Services for Overseas Students (ESOS) legislative framework, the security it affords them and how to make use of its consumer protections should the need arise. The standard also ensures students are only offered places in courses for which they have been assessed as having the appropriate skills and experience.

Key requirements for all providers

- Students must be provided with information which will enable them to make informed

decisions about their studies in Australia.

- Providers must have documented procedures for assessing students' English proficiency and qualifications and they must implement these procedures.

What's new?

- Providers supply information about the availability of course credit.
- Providers inform students of the modes of study through which the course may be offered.
- Providers list the grounds on which the students' enrolments may be deferred, suspended or cancelled.
- Providers give students *a description of the ESOS framework* prior to enrolment.
- Providers supply information about indicative course related fees, *including the potential for fees to change*.
- Providers supply relevant information on accommodation options.
- Where students plan to bring school-aged dependants with them, providers inform them of Australia's schooling obligations and options, including the fact that they may have to pay school fees.
- *Documented procedures* are in place for assessing students' qualifications, experience and English language proficiency.

What this standard involves:

- 2.1 Prior to accepting a student, or an intending student, for enrolment in a course, the registered provider must provide, in print or through referral to an electronic copy, current and accurate information regarding the following:**
- a. the requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable;**
 - b. the course content and duration, qualification offered if applicable, modes of study and assessment methods;**
 - c. campus locations and a general description of facilities, equipment, and learning and library resources available to students;**
 - d. details of any arrangements with another registered provider, person or business to provide the course or part of the course;**
 - e. indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies;**
 - f. information about the grounds on which the student's enrolment may be deferred, suspended or cancelled;**
 - g. a description of the ESOS framework made available electronically by DEEWR; and**
 - h. relevant information on living in Australia, including:**
 - i. indicative costs of living;**
 - ii. accommodation options; and**
 - iii. where relevant, schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred.**

- The information required to be provided to the student under Standard 2.1 must be given to the student before the student acknowledges acceptance (signed or otherwise accepted) of the offer of place. This means that information specific to the course for which the offer has been made may be provided to the student at the same time as the letter of offer.
- Standard 2.1 f. requires providers to supply information about the general grounds on which the student's enrolment may be deferred, suspended or cancelled. For further information about deferring, suspending or cancelling a student's enrolment, please see [Standard 13 of the National Code 2017](#) and the section of the [Explanatory Guide relating to Standard 13](#).
- Standard 2.1 g. requires that providers must provide a description of the ESOS framework made available electronically by DEEWR. This [description](#) is available from the DEEWR website so providers can choose to download and print copies of this brochure, or can refer students to the website. Providers are also welcome to put the document up on their websites.
- The information required under this standard can be provided to students in print form or through referral to an electronic copy. The inclusion of URLs in copies of material provided to students could serve as evidence that students were provided with the required materials.

2.2 The registered provider must have documented procedures in place, and implement these procedures to assess whether the student's qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.

- All staff responsible for implementing the procedures should have easy access to the procedures documents.

Compliance tips

To demonstrate compliance a provider may need some of the following as evidence:

- samples of the information provided to students prior to enrolment as outlined in Standard 2.1; and
- a copy of documented procedures for assessing students' qualifications, experience and English language proficiency.