1.3.6 International Student Reporting on PRISMS Policy and Procedure

Purpose

The International Student Reporting on PRISMS Policy outlines the responsibilities and expectations for reporting international student enrolment and course variations via the Provider Registration and International Student Management System (PRISMS), in accordance with the *Education Services for Overseas Students (ESOS) Act 2000,* and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018).

This Policy should be read in conjunction with Acknowledge Education's comprehensive PRISMS Reporting Schedule (Appendix 1).

Scope

This policy applies to all staff involved in the administration, enrolment, support and compliance of international students across all CRICOS-registered courses offered by Acknowledge Education.

Relevant legislation

- Education Services for Overseas Students Act (ESOS Act) 2000
- ESOS Regulations 2019
- Higher Education Standards Framework (Threshold Standards) 2021
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Outcome Standards for Registered Training Organisations 2025
- Privacy Act 1988 (Cth)
- Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)
- Education and Training Reform Regulations 2017 (Victoria)
- Department of Education PRISMS Provider User Guide (education.gov.au)

Policy

Acknowledge Education ensures accurate and timely reporting to the Department of Education and the Department of Home Affairs through PRISMS. All staff responsible for reporting must be trained and understand their obligations under the ESOS Act and National Code 2018. Reporting must reflect the true status of a student's enrolment and any changes made by the student or provider.

Roles and Responsibilities

Activity	Responsible	Review/Monitor
Confirmation of Enrolment (CoE) a. Create a CoE b. Change the Course for a 'Saved' or 'Pending' CoE c. Approve CoE d. Update CoE or Student Details – for an Approved CoE e. Add another CoE. f. Manage Payment Details	Admissions Officers	Registrar

Record a Provider/Student default. a. Provider Default - notify of the default (3 days), a. notify of outcome of discharge of obligations (7 days) b. Student Default - discharge of obligations (7 days) c. Report period lapses - Provider Obligation Period (Provider default - 7 days, Student defaults -28 days)	Registrar	Head of Risk and Compliance
Student Course Variations (SCVs) a. Termination of student studies prior to completing the course b. Deferring/suspending student enrolment in Australia (Within 31 days) c. Student requests change to existing enrolment d. Student Course Variation (SCV) for CoE(s) already on PRISMS	Registrar	Head of Risk and Compliance
Ongoing Monitoring of CoEs a. At end of each teaching period for CoEs due to finish in the next 3 months	Registrar	Head of Risk and Compliance

Reporting Timeframes

As outlined in Section 19 of the ESOS Act, all reportable events must be actioned within:

- 14 days for students under the age of 18; and
- 31 days for students 18 years or over.

Reportable events include, but are not limited to:

- Creation of a CoE: Upon acceptance of a written agreement and receipt of initial payment.
- Change to enrolment: CoE extensions, transfers, or changes that impact visa conditions.
- Student course variations (SCVs): Including early completion, student withdrawal, or non-payment of fees.
- Non-commencement of studies: Where a student fails to begin the course as scheduled.
- Unsatisfactory attendance or course progress: As per internal monitoring policies.
- Suspensions or deferrals: Due to compassionate or compelling circumstances, or student misconduct.
- Visa-related changes: Including notification of student death or no longer on a student visa.

Operational Guidance

All staff must refer to the **PRISMS Reporting Schedule** and **PRISMS Provider User Guide** for step-by-step procedures, SCV reason selection, timeframes, and supporting documentation requirements. The schedule is reviewed regularly and maintained by the Head of Risk and Compliance.

Ongoing Monitoring of CoEs via Quality Assurance Mechanisms:

A quality assurance process is undertaken at the end of each teaching period by the Registrar to ensure staff are reporting correctly in PRISMS and in the appropriate legislation timeframes. This review will:

- Sample a selection of CoE creations and SCV submissions;
- Check for evidence of timely reporting (within the 14 or 31 day timeframe);
- Assess compliance with the PRISMS Reporting Schedule and associated policies;
- Verify the accuracy of SCV reason codes and supporting documentation; and
- Identify any trends or recurrent issues.

Tailored feedback will follow upon the outcome of the review, and additional training or corrective actions will be undertaken, where required.

Definitions

Term	Definition
PRISMS	'Provider Registration and International Students Management System.' PRISMS is a secure database system operated by Department of Education and Department of Home Affairs which provides Australian education providers with the Confirmation of Enrolment (CoE) facilities required for compliance with the Education Services for Overseas Students (ESOS) Legislation.
Student Default	The ESOS Legislation Amendment (TPS) Act (2012) – Division 2, Subsection B, 47A – defines student default as follows: An overseas student or intending overseas student defaults, in relation to a course at a location, if: a) the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or b) the student withdraws from the course at the location (either before or after the agreed starting day); or c) the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events: i. the student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course. ii. the student breached a condition of his or her student visa. iii. misbehaviour by the student
CoE	Confirmation of Enrolment (CoE) provides evidence of a student's enrolment with a provider registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). This evidence is required before the Department of Home Affairs will issue a student visa. The CoE contains information about the provider, agent (if involved), course and duration of study in which the student has enrolled.
SCV	A requirement of the ESOS Act 2000 and The National Code 2018 is that a registered provider must advise Department of Home Affairs via PRISMS of any change to an accepted student's enrolment, or an accepted student's failure to meet visa conditions. The information input on PRISMS is available for the Department of Home Affairs for investigation of the student's visa status. Any changes to the initial CoE are done using the Student Course Variation (SCV) option on PRISMS.

Related Documents

- 1.1.2 Admissions Procedure for Overseas Students (HE and VET)
- 1.1.3 Student Enrolment Procedure
- 1.1.6 Student Transfer Assessment Policy and Procedure
- 1.1.7 Deferment Suspension Cancellation and Withdrawal Policy and Procedure
- 1.3.3 Course Progression Policy and Procedure
- 1.3.5 Attendance Monitoring ELICOS Policy and Procedure
- 2.3.8 Welfare Arrangements Policy and Procedure
- 2.4.1 Complaints and Appeals Policy and Procedure
- 6.2.5 International Students Refund of Fees Policy and Procedure
- PRISMS Reporting Schedule (Appendix 1)
- PRISMS Provider User Guide (December 2021)

Document Information

Document Name	International Student Reporting on PRISMS Policy and Procedure
Document Number	1.3.6
Purpose	Compliance to data reporting requirements for international students under the ESOS Legislation
Audience	☒Staff
Category	1 Student Participation and Attainment
Subcategory	1.1 Admission
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Policy Advisor	Registrar
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Change Log

Date	Version	By	Notes
October 2019	1.0	Chief Risk Officer	PRISMS Training Manual
March 2024	2.0	Head of Quality Assurance	Merging of PRISMs Training Manual into the International Student Reporting on PRISMS Procedure
July 2025	3.0	Head of Risk & Compliance	Procedure reviewed in response to ASQA feedback

Appendix 1

PRISMS Reporting Schedule

Note:
Legislative timeframes for all reporting in PRISMS is dependent on student's age. For international students under the age of 18, there is 14 days to report on any changes to the CoE. For all international students 18 or over, it is 31 calendar days[1]. This Schedule is to be utilised in conjunction with the Department of Education's PRISMS Provider User Guide available on the PRISMS log on page.

No.	Activity	Description	Report/Action	Completion By
0	Creation of a CoE	Once an international student accepts their offer and pays the deposit outlined, a CoE must be created. Undertake a **Student Search** in PRISMS to identify any existing records. If no record exists, a new student profile must be created. Key aspects: • Ensure the CoE is created for the CRICOS course duration outlined on the Offer Letter • Ensure comments are placed if the student has been granted course credit/RPL • Ensure OSHC is recorded correctly • Ensure the English Language test and result is recorded • Ensure the Agent Details (if any) are recorded. Once created, the CoE will need to be approved by the Registrar as CoE Administrator.	Create via PRISMS	Case by case
1	Student completed course early	Run report from the Student Management System (RTO Manager) Students who have completed their course to have their CoE duration checked in PRISMS. If more than 1 month remains on CoE, cancel the CoE as **Termination of student's study prior to complete the course > Student completed course early**	Internal report from RTO Manager Cancel CoE via PRISMS	Fortnightly

[1] Outlined in Section 19 of the ESOS Act 2000

		Enter the student's actual last day of study (i.e. last date of trimester/study period)		
2	Student did not commence course	Export report from PRISMS of CoEs with start date falling at commencement of current trimester/study period. Check records against RTO Manager to confirm if student is enrolled. If the student has not enrolled, report the student in PRISMS as **Non-commencement of studies.**	Export report via PRISMS *or* Internal report from RTO Manager Cancel CoE via PRISMS	Within 14 days of start date for study period
3	TPS Provider Default - Unable to deliver course	In the event of a provider default, report the default via PRISMS within 3 business days of the default occurring. Report on the affected student's CoE as **Course Variation/Defaults tab > Record Provider/Student Default > Provider** Record the default details, including the type, date and reason. PRISMS will ask 'Do you wish to record default outcome'. **Yes** – then record an outcome (i.e. refund or study placement has occurred) **No –** then record an intention (i.e. refund or study placement). Record the outcome at a later point (no longer than 7 days after the 14 day provider obligation period. For clarity, this is typically 21 days after recording the default occurring in PRISMS).	Report via PRISMS	Case by case
4	Student transferred to another provider	Run report from RTO Manager Students who have notified the provider that they will transfer to another provider will need their CoE cancelled as: **Termination of student's study prior to completing the course > Student left provider – transferred to course at another provider.** PRISMS may request the student's actual last day of study (i.e. date of notice provided by the student). If the CoE is for the Principal Course, as per Standard 7, choose the relevant option: to release or refuse the release.	Internal report from RTO Manager Cancel CoE via PRISMS	Fortnightly

		Course Variation/Defaults tab > Student Release > Grant Student Release *or* Refuse Student Release. Enter the reason for the release and the date of effect (i.e. the date of the decision).		
5	Student moves to another course at Acknowledge Education (AE)	When a student transfers to a new course at AE, a new offer letter and acceptance are to be provided to the student, and the previous CoE cancelled before creating the new CoE. Cancel the previous CoE in PRISMS as: **Student requests change to existing enrolment** The next screen will lead through the process of changing the enrolment for this student by cancelling the original CoE and creating a replacement when selecting **Change to a course in the same sector**	Report via PRISMS	Case by case
6	Extension CoE request	When a student requires additional time to complete a course, report this in PRISMS as: **Student requests change to existing enrolment** The next screen will lead through the process of extending the CoE for the same course by selecting **Extension to same course** Supply the reason for extension – Compassionate or compelling circumstances or an implemented intervention strategy. Ensure appropriate comments are included in PRISMS. NB: Supporting documentation for C&C is required to be retained on file, as well as the assessment undertaken by staff.	Report via PRISMS	Case by case
7	Amending the CoE for advanced standing or credit being provided to a student	When advanced standing or credit is provided to a student after they are accepted, the CoE may need to be amended to shorten the length. Report in PRISMS as: **Student requests change to existing enrolment > the study period of the new CoE is shorter than the original CoE.**	Report via PRISMS	Case by case
8	Student discontinues or withdraws[2]	Run report from RTO Manager	Internal report from RTO Manager	Fortnightly

[2] ~~Additionally, students who do not~~ re-enrol in a consecutive trimester/study period should be reported under this option.

		Students who discontinued or withdrawn from study will need to have their CoE cancelled as: **Termination of student's study prior to completing the course > Student notifies cessation of studies** PRISMS may request the student's actual last day of study (i.e. date of notice provided by the student).	Cancel CoE via PRISMS	
9	Student doesn't re-enrol in a compulsory study period	Run report from RTO Manager of all students who did not re-enrol in a consecutive compulsory study period. Day 1 of study period: Send out an email advising the student to re-enrol or their enrolment and CoE will be cancelled. Day 7 of study period: Second reminder for those still not enrolled. Day 14 of study period: Cancel CoEs (as below) and send an email advising them to contact DHA. **Termination of student's study prior to completing the course > Student notifies cessation of studies** PRISMS may request the student's actual last day of study (i.e. date of notice provided by the student).	Internal report from RTO Manager Cancel CoE via PRISMS	Within 14 days of start date for study period
10	Student has been placed on an intervention strategy	Run report from RTO Manager for students who have been identified as Risk Level 1 or 2, as per AE's Course Progression Policy. Review the intervention strategy and determine the additional time required for the student to complete their course. Report this in PRISMS as: **Student requests change to existing enrolment** The next screen leads through the process of extending the CoE for the same course by selecting **Extension to same course** Supply the reason for extension – selected **implemented intervention strategy**. Ensure appropriate comments are included.	Internal report from RTO Manager Report via PRISMS	1 day after the study results for a study period has been finalised.

11	Unsatisfactory course progress	Run report from RTO Manager of students who are at Risk Level 3, as per AE's Course Progression Policy. Ensure that the internal AND external appeals process/timeframe has completed prior to reporting in PRISMS. Cancel the student's CoE in PRISMS as: **Non-compliance with student visa conditions > Unsatisfactory course progress** PRISMS will ask if the internal and external appeal processes have been completed. Enter the student's last day of study (i.e. end of previous trimester/study period) and comments.	Internal report from RTO Manager Cancel CoE via PRISMS	1 day after the study results for a study period has been finalised. Case by case management is required due to the reporting depending on the appeal processes undertaken by each student.
12	Unsatisfactory attendance *(for ELICOS programs only)*	Run report from RTO Manager Ensure that the internal AND external appeals process/timeframe has completed prior to reporting in PRISMS. Cancel the student's CoE in PRISMS as: **Non-compliance with student visa conditions > Unsatisfactory attendance** PRISMS will ask if the internal and external appeal processes have been completed. Enter the student's last day of study (i.e. end of previous trimester/study period) and comments.	Internal report from RTO Manager Cancel CoE via PRISMS	1 day after the study results for a study period has been finalised. Case by case management is required due to the reporting depending on the appeal processes undertaken by each student.
13	Student suspends their study	Run report from RTO Manager Cancel the student's CoE in PRISMS as:	Internal report from RTO Manager	Fortnightly

		Deferring/suspending student enrolment > Compassionate or compelling circumstances PRISMS will request additional information, including: - will the course end date be affected[3] - will the student be in Australia over this period, and - the dates the student will suspend their studies from and to[4].	Cancel CoE via PRISMS	
14	Underload report	Run report from RTO Manager Contact all students who are enrolled in less than full-time study with a reminder that they are obligated to enrol in full-time study as per their student visa requirements. Run report again from RTO Manager 1 week after the trimester/study period commences to ensure students have followed instructions. For those who are still under-enrolled, additional contact will be required.	Internal report from RTO Manager Follow up with students	2 weeks prior to the trimester/study period commencing, and 1 week after the trimester commencement
15	Review of expected course duration	Run report from RTO Manager for all students currently enrolled Assess each student's study load, prior progress and whether completion is possible within the CoE course duration. If not, send an email to the student to suggest them 'catching up' by enrolling in units outside of the compulsory study periods or apply for a CoE extension with evidence of compelling/compassionate circumstances. Report this as outlined in item 6. For students who have been issued an intervention strategy, the CoE should've been extended under this scenario (outlined in item 10).		2 weeks prior to the trimester/study period commencing
16	Non-payment of fees	Run report from RTO Manager or accounting system to identify students who have not paid fees for the current trimester/study period. Ensure that the internal appeals process/timeframe has completed prior to reporting in PRISMS. Cancel the student's CoE in PRISMS as:	Internal report from RTO Manager/Finance Cancel CoE via PRISMS	Week 4 of the trimester/study period and then every 2 weeks after until the

[3] If selecting yes, PRISMS will provide an option to create a new CoE

[4] If the student wishes to return early, update the SCV in PRISMS as 'Returned Early Date'.

		Termination of student's study prior to completing the course > Provider decision to cease student enrolment > Non-payment of fees Enter the student's last day of study (i.e. end of previous trimester/study period).		report has no entries.
17	Students who have had their request to transfer to another provider before completing 6 months of their principal course refused (as per Standard 7 of the National Code)	Any refusal of a release request must be reported in PRISMS as: **Course Variation/Defaults tab > Student Release > Refuse Student Release.** Enter the date of effect (i.e. the date of the decision) and provide comments on why the release is refused.	Report via PRISMS	Case by case
18	Mode of study report	Run report from RTO Manager to identify students who: - are not enrolled in at least one unit that is face-to-face/on-campus - have studied one-third of units for the course by online or distance learning For these scenarios, follow up with the students to amend enrolment to ensure compliance with Standard 8. Run report again from RTO Manager 1 week after the trimester/study period commencements to ensure students have followed instruction.	Internal report from RTO Manager Follow up with students	2 weeks prior to the trimester/study period commencing, and 1 week after the trimester commencement
19	Misbehaviour/Disciplinary reasons	For students who have misbehaved, or are to be cancelled under disciplinary reasons, the CoE can either be suspended (misbehaviour) or cancelled (disciplinary reasons). For either reason, ensure that the internal appeals process/timeframe has completed prior to reporting in PRISMS. To suspend, report the student in PRISMS as: **Deferring/suspending student enrolment > Student misbehaviour.** PRISMS will request additional information, including: - will the course end date be affected - will the student be in Australia over this period, and	Internal report from RTO Manager Report via PRISMS	Case by case

		- the dates the student will suspend their studies from and to[5]. To cancel, report the student in PRISMS as: **Termination of student's study prior to completing the course > Provider decision to cease student enrolment > Disciplinary reasons.** Ensure appropriate comments are included in the report.		
20	PRISMS User Audit	Extract report from PRISMS. **My Organisation > Users > Export to Excel** Review the current list of users and remove access to those who no longer require it.	Export Report from PRISMS Report via PRISMS	Week 5 of trimester/study period
21	Death of a student	In the event of an international student's death, report in PRISMS as: **Termination of student study prior to completing the course > Provider decision to cease student enrolment > student has died.**	Report via PRISMS	Case by case
22	Education Agent report	To ensure agent details are accurate, run a report from PRISMS to review and update. **Agents > Manage Agency > Export to Excel** Review Agent details and remove duplicates or edit details to ensure accuracy. Ensure that the list on PRISMS matches the list published on the website.	Report via PRISMS	Week 6 of Trimester/Study Period
23	CRICOS Register report	To ensure that course details are accurate, run a report from PRISMS to review and update CRICOS **Provider > Courses > tick 'Registered' and 'search' > Export to Excel** Review course details, in particular fees and work experience hours. Report any changes to update CRICOS.	Report via PRISMS	Yearly, preferably once the fees schedule has been updated.

[5] If the student wishes to return early, update the SCV in PRISMS as 'Returned Early Date'.

24	Provider capacity	To ensure the provider Institute is not at risk for exceeding its provider capacity, the Provider Capacity Chart is to be reviewed on a trimester/study period basis. This Chart provides a snapshot of the 'studying' CoEs as well as Proposed CoEs for an extended period. **My Organisation > Details > Provider Information tab > Provider Capacity Chart**	Report via PRISMS	Every Trimester/study period
	Update of student contact details	Students change their contact details (incl. address, mobile, email and emergency contact) in the student portal. Upon receipt, report any changes in PRISMS when reporting SCVs.	Report via PRISMS	Every Trimester/study period