# ISP Community Language School Procedure

## Purpose

This procedure outlines the process and roles and responsibilities for Department of Education (DE or the department) staff relating to the participation of secondary school international students holding a subclass 500 Student – Schools visa (Standard or Study Abroad students) in VCE language studies at a community language school (CLS).

This document should be read in conjunction with the [ISP Community Language School Policy](https://study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_CLS_Policy.docx).

## Roles and responsibilities

### School supervisor

* Conducts an international student assessment prior to international student participation in these studies.
* Conducts a CLS assessment and site inspection prior to international student participation in these studies.
* Conducts a new CLS suitability assessment and CLS site inspection each year or immediately if the CLS’s premises change while the student is studying (if another school has not already done one).
* Ensures an appropriate third-party agreement is in place before the student commence studies with a CLS.
* Undertakes record keeping tasks in relation to the international student’s participation in these studies.
* Monitors the student’s course progress and attendance to ensure compliance with student visa conditions.
* Provides support to the international student.

### Principal

* Nominates the school supervisor.
* Decides whether to approve a student to participate in these studies based on:
	+ an international student assessment that helps to identify any additional student support that may be required
	+ a CLS assessment and CLS site inspection, if necessary.

### Strategy and Quality Assurance Unit staff member, DE International Education Division (IED)

* Records CLS documents in the appropriate DE (IED) document management system.
* Deals with any complaint received as per the [ISP Complaints and Appeals Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Complaints_and_Appeals_Policy.docx).
* Confirms that the school has the necessary documents in place and approves the international student’s study.

## Process

### Consideration of request to study

#### School

* Receives request from student to study a VCE language subject at a CLS and the subject is not available at their school.

#### Principal

* Nominates a school supervisor.

#### School supervisor

* Conducts an international student assessment using the [ISP Community Language School Assessment and Site Inspection Form](https://study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_CLS_Form.docx) to identify, document and communicate any additional supports the student may require.
* Ensures that the international student understands the requirements of their studies.
* Ensures the international student understands that they can raise concerns about their study or relating to their safety or wellbeing with them during their studies.
* Discusses what constitutes acceptable behaviour by the international student, other students, instructors and others with the student.
* Conducts a CLS assessment and site inspection if one has not already taken place for the school year.
* Seeks the principal’s permission for the international student’s participation in these studies.

#### Principal

* Reviews the assessments and based on the assessments and proposed treatments, and the capacity of the school to provide any additional supports that the student may require, decides whether to approve the student studying a VCE language subject at a CLS.

### Post-approval administration

#### School supervisor

* Organises for the school to enter into an appropriate third-party agreement with the CLS using the [Community Language School contract template](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Community_Language_School_Contract.docx).
* Prior to the student starting, uploads the completed assessment document and a copy of the signed CLS agreement to VISIT (video instructions [here](https://www.youtube.com/watch?v=OreSKxA-sdY)) and waits for DE (IED) to confirm whether the documents have been completed correctly before the student can start.
* Informs the CLS of any additional supports the student may require.
* Conducts a new CLS assessment and site inspection every year or immediately if the CLS's premises change while the student is studying if another school has not already done this.

#### Strategy and Quality Assurance Unit staff member, DE (IED)

* Reviews and confirms whether the assessment document and third-party agreement have been completed correctly, and, if not, advises the school what needs to be done. Once the documents are in order, approves the student’s study.
* Records details of the third-party agreement in DE (IED)’s third-party education provider register and publishes the register on the [www.study.vic.gov.au](http://www.study.vic.gov.au) website.

### Ongoing student support

#### School supervisor

* Meets with the student in the week following their first class to ask if they have any questions or concerns, and subsequently once per term while the student is studying, unless more frequent meetings have been identified as an additional support requirement for the student.
* Assists the student with any questions or concerns they raise and supports the student to liaise with the CLS, if necessary.
* Directs the international student to lodge a formal complaint with DE (IED) if a matter with the CLS cannot be resolved informally.

#### Strategy and Quality Assurance Unit staff member, DE (IED)

* Deals with any complaint received as per the [ISP Complaints and Appeals Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Complaints_and_Appeals_Policy.docx).

### Monitoring attendance and course progress

#### School supervisor

* Monitors and records the student’s attendance to ensure compliance with the student’s visa conditions and follows up with the CLS if attendance information is not provided.
* Monitors and records the student’s course progress to ensure compliance with the student’s visa conditions by reviewing reports supplied by the CLS and follows the [ISP Course Progress Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Course_Progress_Policy.docx) to ensure the student is not at risk of failing to maintain satisfactory course progress. Follows up with the CLS if reports are not provided.
* Responds to CLS notification that the student is experiencing difficulty with the subject which could lead to the student being at risk of not making satisfactory subject progress or failing the subject by liaising with the CLS to put any necessary school or CLS supports in place to assist the student.

## Legislation

* *Migration Act 1958* (Cth)
* *Education Services and Overseas Students Act 2000* (Cth)
* *ESOS National Code of Practice for Providers of Education and Training to Overseas Students 2018* (Cth)
* *Education Training and Reform Act 2006* (Vic)
* *Child Wellbeing and Safety Act 2005* (Vic)
* *Health Records Act 2001* (Vic)
* *Privacy and Data Protection Act 2014* (Vic)
* *Public Records Act 1973* (Vic)
* *Ministerial Order 1359 – Implementing the Child Safe Standards – Managing the Risk of Child Abuse in Schools* (Vic)

## Related documents

* [ISP Community Language School Policy](https://study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_CLS_Policy.docx)
* [ISP Community Language School Assessment and Site Inspection Form](https://study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_CLS_Form.docx)
* [Community Language School Contract](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Community_Language_School_Contract.docx)
* [Third-Party Education Provider Register](https://www.study.vic.gov.au/Shared%20Documents/en/ThirdPartyRegister.pdf)
* [ISP Complaints and Appeals Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Complaints_and_Appeals_Policy.docx)
* [ISP Complaint Form](https://www.study.vic.gov.au/Shared%20Documents/en/ComplaintsForm.pdf)

## Definitions

* **CLS** means community language school.
* **CRICOS** means Commonwealth Register of Institutions and Courses for Overseas Students.
* **DE** or the department means Department of Education in Victoria.
* **DE (IED)** – Department of Education – International Education Division. IED is the division in the department that administers the ISP in Victorian government schools. IED is not a separate entity to the department, which is the CRICOS-registered provider.
* **International students or students** for the purpose of this policy are defined as secondary school students participating in the ISP under a subclass 500 Student – Schools visa.
* **ISP** means International Student Program administered by DE (IED).
* **Parent** refers to the parent(s) or legal guardian(s) of an international student.
* **School** means any Victorian government school accredited by DE (IED) to deliver the ISP.
* **School supervisor** refers to a staff member at the school nominated to provide support to an international student participating in, or considering participating in, these studies.
* **VCE** means Victorian Certificate of Education

## Document maintenance

Strategy and Quality Assurance Unit

International Education Division

Level 28, 80 Collins Street, Melbourne, Victoria 3000

Email: isp.quality@education.vic.gov.au

Phone: + 61 3 7022 1000

## Authorised

Executive Director, International Education Division

**Date of authorisation**: 04/07/2023

**Date last reviewed:** 23/01/2024

**Review frequency**: This procedure will be reviewed at minimum every 24 months or when any changes arise impacting its currency, including legislative or regulation change.