# ISP Online Studies Procedure

## Purpose

This document outlines the procedure and roles and responsibilities for Department of Education (DE or the department) staff relating to the optional online studies that international students holding a subclass 500 Student – Schools visa (Standard or Study Abroad students) may be permitted to participate in as part of their enrolment in the department’s International Student Program (ISP).

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

## Roles and responsibilities

### School supervisor

* Ensures compliance with the [ISP Online Studies Policy](https://study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Online_Studies_Policy.docx) and this ISP Online Studies Procedure.
* Conducts a student assessment prior to an international student’s participation in online studies.
* Undertakes record keeping tasks in relation to an international student’s participation in online studies.
* Monitors an international student’s course progress and attendance to ensure compliance with student visa conditions.
* Meets with and provides support to an international student in relation to online studies.

### Principal

* Nominates the school supervisor.
* Decides whether to approve an international student to participate in online studies based on an assessment that helps to assess a student’s suitability and identify any additional student support that may be required.

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

* Monitors school compliance with the [ISP Online Studies Policy](https://study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Online_Studies_Policy.docx) upon receiving assessment documents.
* Records assessment documents in the appropriate DE (IED) document management system.
* Handles 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).

## Process

### Consideration of a request to study online

#### School

* Receives request from an international student to study a subject/s via online studies.

#### Principal

* Nominates a school supervisor.

#### School supervisor

* Conducts a student assessment using the [ISP Online Studies Student Assessment](https://study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Online_Studies_Assessment.docx) document to assess the international student’s suitability and identify any additional supports the student may require.
* Ensures that the international student understands the requirements of online 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.
* Ensures the school has an [acceptable use agreement](https://www.education.vic.gov.au/PAL/acceptable-use-agreement-for-upper-primary-secondary-schools-guidelines-template.docx) in place, explains it to the international student, talks to the student about online safety and asks the student to sign the agreement.
* Seeks the principal’s permission for the international student’s participation in online studies.

#### Principal

* Reviews the assessment/s and based on the assessment/s and proposed treatments, and the capacity of the school to provide any additional supports that the international student may require, decides whether to approve the student studying a subject via online studies.

#### School supervisor

* Sends the assessment documents and the [acceptable use agreement](https://www.education.vic.gov.au/PAL/acceptable-use-agreement-for-upper-primary-secondary-schools-guidelines-template.docx) that has been signed by the international student to DE (IED) at isp.quality@education.vic.gov.au and waits for confirmation from DE (IED) before the student begins these studies.

#### SQAU staff member, DE (IED)

* Reviews the submitted assessment document and [acceptable use agreement](https://www.education.vic.gov.au/PAL/acceptable-use-agreement-for-upper-primary-secondary-schools-guidelines-template.docx) and liaises with the school supervisor if there are any concerns.
* Confirms with the school supervisor that the international student can begin their online studies.

### Post-approval administration

#### School supervisor

* Informs the provider of any additional supports the international student may require.

#### SQAU staff member, DE (IED)

* Records the assessment documents and permission to study on the appropriate DE (IED) document management system.

### Ongoing student support

#### School supervisor

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

#### SQAU staff member, DE (IED)

* Handles 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 the international student’s attendance to ensure compliance with the student’s visa conditions and follows up with the provider if attendance information is not provided.
* Monitors the international student’s course progress to ensure compliance with the student’s visa conditions by reviewing reports supplied by the provider.
* Responds to provider notification that the international 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 provider to put any necessary school or provider 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 Online Studies Policy](https://study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Online_Studies_Policy.docx)
* [ISP Online Studies Student Assessment](https://study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Online_Studies_Assessment.docx)
* [DE Acceptable Use Agreement Template](https://www.education.vic.gov.au/PAL/acceptable-use-agreement-for-upper-primary-secondary-schools-guidelines-template.docx)
* [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

* **CHES** means Centre for Higher Education Studies. International students are only permitted to study VCE subjects delivered by CHES and not permitted to enrol in a higher education studies subject delivered by a university partner.
* **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. For the purpose of this policy it is defined as the department’s ISP administered by DE (IED).
* **Parent** refers to the parent(s) or legal guardian(s) of an international student.
* **Provider** refers to VSL, VSV, VVLN and CHES.
* **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, online studies.
* **SQAU** means the Strategy and Quality Assurance Unit in DE (IED). SQAU is the unit responsible for accrediting schools and monitoring compliance with the *Education Services for Overseas Student Act 2000* (Cth) and related legislative and regulatory requirements.
* **VSL** means Victorian School of Languages.
* **VSV** means Virtual School Victoria.
* **VVLN** means Victorian Virtual Learning Network (delivered through Bendigo Senior Secondary College).

## Contact and maintenance officer

Manager, 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**: 13/11/2023

**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.