# ISP Variation to Enrolment Procedure

## Purpose

This document outlines the steps for varying the enrolment of an international student enrolled in the Department of Education and Training’s (DET) International Student Program (ISP) courses to change the:

* duration of enrolment after granting course credit
* duration of enrolment after a year level placement change
* duration of enrolment to reflect compassionate or compelling circumstances, a temporary suspension of studies or as part of an intervention strategy to support students at risk of unsatisfactory course progress.

This procedure should be read in conjunction with the [ISP Variation to Enrolment Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Variation_to_Enrolment_Policy.docx).

This document is intended for international students (international students participating in the ISP as the primary holder of a subclass 500 Student – Schools visa) and their parents, education agents, DET (IED) staff, and schools.

## Roles and responsibilities

### DET (IED)

* Assess applications to vary enrolment according to the [ISP Variation to Enrolment Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Variation_to_Enrolment_Policy.docx).
* Approve or not approve variation to student enrolments.
* Notify the Department of Home Affairs (DHA) in the Provider Registration and International Student Management System (PRISMS), within 31 days of an approved change to a student’s enrolment duration.
* Where there is a change in DET-approved homestay arrangements, issue or cancel the Confirmation of Appropriate Accommodation and Welfare (CAAW) letter as appropriate.
* Provide advice and support to school staff to assist them to implement these procedures and the related policy.
* Maintain accurate and up-to-date records consistent with the ISP Record Keeping Procedural Guidelines.
* Record changes to enrolments in Provider Registration and International Student Management System (PRISMS) as required, on behalf of the Executive Director, IED.

### Parent and students (if over 18 years of age)

* Provide complete and accurate information as part of an application to vary enrolment.
* Pay all applicable fees.

### School staff

* Ensure that any variations to enrolments are consistent with the school’s policies and procedures.
* Provide complete and accurate information as part of an application to vary enrolment.
* Provide any missing or additional information to DET (IED) in a timely manner when requested
* Maintain accurate and up-to-date records consistent with the [ISP Record Keeping Procedural Guidelines](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Record_Keeping_Procedural_Guidelines.docx).

## Procedures

### Varying a student’s enrolment after granting course credit

This procedure only occurs after the steps outlined in the [ISP Course Credit Procedure](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Course_Credit_Procedure.docx) have been followed.

This Procedure is aligned to the [ISP Variation to Enrolment Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Variation_to_Enrolment_Policy.docx).

#### School staff

1. After following all steps in the [ISP Course Credit Procedure](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Course_Credit_Procedure.docx), including confirming that:
   * Course credit has been granted, and accepted by the student
   * The course credit will reduce the length of the student’s course
   * The outcome of granting course credit has been recorded on the Student File and CASES21

School staff must send a completed Variation to Enrolment Form to DET (IED) School Support Officer via email with the subject line ‘Variation to Enrolment – Course credit granted’ promptly (and within five working days of the course credit being granted).

#### DET (IED) staff

1. Receive the completed Variation to Enrolment form from school staff, and within five working days:
   * Liaise with school staff to request further information, if required
   * Record variation to student’s enrolment in VISIT
2. Complete the Variation to Enrolment form DET (IED) response section, approving the variation.
3. Create Student Course Variation within 31 days of approving the variation. Revise CoE in PRISMS, including:
   * Total amount of tuition fees that the student is required to pay
   * Day when student is expected to complete the course
   * Welfare dates for student
   * OSHC cover dates
4. Revise CAAW, if required
5. Issue revised CoE and CAAW (if applicable) and Variation to Enrolment Confirmation letter to student (if over 18 years of age) and parent, via email:
   * Copy requesting school staff member into email
6. Process refund upon receipt of completed Refund Form, if applicable
7. Issue Refund Outcome Letter, if applicable
8. Ensure that all records are maintained in accordance with the [ISP Record Keeping Procedural Guidelines](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Record_Keeping_Procedural_Guidelines.docx).

#### School staff

1. Update Student File and CASES21, in accordance with the [ISP Record Keeping Procedural Guidelines](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Record_Keeping_Procedural_Guidelines.docx)

### Varying a student’s enrolment to change their year level placement

This Procedure is aligned to the [ISP Variation to Enrolment Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Variation_to_Enrolment_Policy.docx).

#### School staff

1. This procedure commences through:
   * Assessing a student (if over 18 years of age) or parent’s request to change year level placement
   * Initiating a change of year level placement
2. Refer student to Career Counselling Staff, if required
3. Where a change in year level placement is initiated by a school, liaise with student and parent/agent and obtain agreement, pending DET (IED) approval:
   * If student and parent do not support change in year level placement, refer the student to Career Counselling Staff if required, or monitor the student’s progress in accordance with the Course Progress and Attendance Procedure
4. Recommend change of year level placement to school Principal. This must be supported by a statement outlining reasons and evidence, including advice received from DET (IED) regarding CRICOS and student visa requirements.

#### School Principal (or delegate)

1. Decide, within five working days to either:
   * Approve change of year level placement
   * Not approve change of year level placement, and outline the reasons for not approving the change in year level placement
2. Advise requesting school staff member of outcome.

#### School staff

1. If the Principal approves the request:
   * Send completed Variation to Enrolment form to DET (IED) School Support Officer via email with the subject line ‘Variation to Enrolment - change of year level placement’ promptly (and within five working days of the approval)
2. If the Principal does not approve the request, advise the student and parent/agent:
   * Outline the reasons for not accepting the change in year level placement
   * Refer the student and parent to the [ISP Complaints and Appeals Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Complaints_and_Appeals_Policy.docx)
   * Monitor the student’s progress in accordance with the [ISP Course Progress Procedure](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Course_Progress_Procedure.docx) and [ISP Attendance Procedure](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Attendance_Procedure.docx).
3. Update the Student File and CASES21

#### DET (IED) staff

1. Receive the completed Variation to Enrolment form from school staff, and within five working days
   * Liaise with school staff to request further information, if required
   * Record variation to student enrolment in VISIT
     + Where extending the duration, generate invoice for additional tuition and provide advice regarding OSHC fees, if required
2. Confirm payment of additional tuition and OSHC fees, if applicable
3. Complete the Variation to Enrolment form DET (IED) response section, approving the variation.
4. Create Student Course Variation within 31 days of approving the variation. Revise CoE in PRISMS, including:
   * Total amount of tuition fees that the student is required to pay
   * Day when student is expected to complete the course
   * Welfare dates for student
   * OSHC cover dates
5. Revise CAAW, if required
6. Issue revised CoE and CAAW (if applicable) and Variation to Enrolment Confirmation Letter to student (if over 18 years of age) and parent, via email:
   * Copy requesting school staff member into email
7. Process refund upon receipt of completed Refund Form, if applicable
8. Issue Refund Outcome Letter, if applicable
9. Ensure that all records are maintained in accordance with the [ISP Record Keeping Procedural Guidelines](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Record_Keeping_Procedural_Guidelines.docx).

#### School staff

1. Facilitate change in year level placement, through continuing to support the student’s course progress
2. Update Student File and CASES21, in accordance with the [ISP Record Keeping Procedural Guidelines](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Record_Keeping_Procedural_Guidelines.docx)

### Varying a student’s enrolment due to intervention, suspension or compassionate reasons

This Procedure is aligned to the [ISP Variation to Enrolment Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Variation_to_Enrolment_Policy.docx).

#### School staff

1. After following all steps in the [ISP Course Progress Procedure](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Course_Progress_Procedure.docx) and [ISP Attendance Procedure](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Attendance_Procedure.docx), including confirming that all reasonable steps have been followed, including ensuring appropriate intervention strategies, school staff send completed Variation to Enrolment form via email to DET (IED) School Support Officer with the subject line ‘Variation to Enrolment - Intervention’ promptly (and within five working days of becoming aware of the need to extend the student’s enrolment duration)

or

1. Identify that a student who has suspended their enrolment will require an extension to the duration of their course as a direct result of the suspension. School staff send completed Variation to Enrolment form via email to DET (IED) School Support Officer with the subject line ‘Variation to Enrolment - Suspension’ promptly (and within five working days of becoming aware of the need to extend the student’s enrolment duration)

Or

1. Identify that a student will require an extension to the duration of their course as evidenced by compassionate or compelling reasons, school staff send completed Variation to Enrolment form via email to DET (IED) School Support Officer with the subject line ‘Variation to Enrolment – Compassionate Reasons’ promptly (and within five working days of becoming aware of the need to extend the student’s enrolment duration)

#### DET (IED) staff

1. Receive the completed Variation to Enrolment form from the school staff member titled ‘Variation to Enrolment – Intervention / Suspension / Compassionate Reasons’. The School Support Officer may also identify that a suspension has resulted in the need to change the student’s enrolment duration and request a Variation to Enrolment form be completed.
2. Ensure the expected duration of enrolment will not exceed the CRICOS registered course duration, unless the extension is due to:
   * Compassionate or compelling circumstances
   * School having implemented, or implementing, its intervention strategy as per the [ISP Course Progress Procedure](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Course_Progress_Procedure.docx) and [ISP Attendance Procedure](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Attendance_Procedure.docx)
   * An approved suspension of enrolment
3. Within five working days of receiving the completed Variation to Enrolment form from school staff:
   * Liaise with school staff to request further information, if required
   * Record variation to student enrolment in VISIT
     + Where extending the duration, generate invoice for additional tuition and provide advice regarding OSHC fees, if required
4. Confirm payment of additional tuition and OSHC fees, if applicable
5. Complete the Variation to Enrolment form DET (IED) response section, approving the variation.
6. Create Student Course Variation within 31 days of approving the variation. Revise CoE in PRISMS, including:
   * Total amount of tuition fees that the student is required to pay
   * Day when student is expected to complete the course
   * Welfare dates for student
   * OSHC cover dates
7. Revise CAAW, if required
8. Issue revised CoE and CAAW (if applicable) and Variation to Enrolment Confirmation Letter to student (if over 18 years of age) and parent, via email:
   * Copy requesting school staff member into email
9. Process refund upon receipt of completed Refund Form, if applicable
10. Issue Refund Outcome Letter, if applicable
11. Ensure that all records are maintained in accordance with the [ISP Record Keeping Procedural Guidelines](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Record_Keeping_Procedural_Guidelines.docx).

#### School staff

1. Continue to support the student with any necessary intervention strategies, if applicable
2. Update Student File and CASES21, in accordance with the [ISP Record Keeping Procedural Guidelines](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Record_Keeping_Procedural_Guidelines.docx)

## Legislation

* [*Education Services and Overseas Students Act 2000* (Cth)](https://www.legislation.gov.au/Series/C2004A00757)
* [*National Code of Practice for Providers of Education and Training to Overseas Students 2018* (Cth)](https://www.legislation.gov.au/Details/F2017L01182/Download)
* *Migration Act 1958* (Cth)
* *Ministerial Order 819 – Fees for Overseas Students in Government Schools* (Vic)

## Related documents

* [ISP Variation to Enrolment Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Variation_to_Enrolment_Policy.docx)
* [ISP Variation to Student Enrolment Form](https://study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Variation_to_Student_Enrolment_Form.docx)
* [ISP Admissions and Enrolment Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Admissions_and_Enrolment_Policy.docx)
* [ISP Record Keeping Procedural Guidelines](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Record_Keeping_Procedural_Guidelines.docx)
* [ISP Complaints and Appeals Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Complaints_and_Appeals_Policy.docx)
* [ISP Application Forms](https://www.study.vic.gov.au/en/brochures-and-forms/Pages/BrochureForms.aspx)
* [ISP Terms, Conditions and Policies](https://www.study.vic.gov.au/en/brochures-and-forms/Pages/BrochureForms.aspx)
* [International Student Visa Fee Table](https://www.study.vic.gov.au/Shared%20Documents/en/Quality-Standards/ISP_Visa_Fee_Table.pdf)
* [ISP Quality Standards for Schools](https://www.study.vic.gov.au/en/Pages/qualitystandards.aspx)

## Related procedures

* [ISP Course Credit Procedure](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Course_Credit_Procedure.docx)
* [ISP Course Progress Procedure](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Course_Progress_Procedure.docx)
* [ISP Attendance Procedure](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Attendance_Procedure.docx)
* [ISP Student-initiated Deferrals, Suspensions and Cancellations Procedure](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Student_Initiated_Deferral_Suspension_and_Cancellation_Procedure.docx)
* [ISP Department Initiated Suspensions and Cancellations Procedure](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Department_Initiated_Suspension_and_Cancellation_Procedure.docx)

## Supporting information / websites

* Nil

## Definitions

* **Compassionate circumstances** refers to circumstances that are not in the student’s control or created by the student and adversely impact on student welfare or course progress (for example, illness, bereavement or traumatic events may qualify), as assessed on a case by case basis.
* **Compelling circumstances** are circumstances which in the opinion of DET (IED) are in the student’s best interests, as assessed on a case by case basis.
* **Course** refers to a course registered on CRICOS offered by the Department of Education and Training (under DET (IED)).
* **DET (IED)** – Department of Education and Training – International Education Division. IED is the division in DET that administers the International Student Program in Victorian government schools. IED is not a separate entity to DET. DET is the CRICOS registered provider.
* **DET (IED) staff** includes the Executive Officers, managers and employees (full time, part time, ongoing, fixed term, casual and contractor) of DET who work directly or indirectly with the ISP. This excludes school staff.
* **Education Agents** are accredited by DET (IED) to recruit students for an ISP course.
* **Homestays** are international student accommodation arranged by schools where DET (IED) is responsible for the welfare of the student at all times, including outside school hours.
* **International Student Program (ISP)** for the purpose of this policy is defined as the program administered by the DET International Education Division (IED).
* **International students (students)** for the purpose of this policy are defined as students participating in the ISP who are applying for, or hold, a subclass 500 Student – Schools visa.
* **Parent** refers to the parent(s) or legal guardian(s) of an international student.
* **School** for the purpose of this document is defined as a school accredited by DET (IED) to deliver an ISP.
* **School staff** are employees of schools, for example – International Student Coordinator, Homestay Coordinator, Head of Department, Deputy Principal, and Principal.
* **Written Agreement** is an agreement with the international student or intending international student and their parent(s) or legal guardian(s), which includes Standard Terms and Conditions; signed by the international student as well as parent(s) or legal guardian(s). The Written Agreement cannot be signed or accepted on behalf of the student or their parent(s) or legal guardian(s) by an Agent.

## Policy contact

For further information, please contact DET (IED) on + 61 3 7022 1000 and request to speak to the Recruitment and Admissions Team for any changes prior to commencement, and the School Support Team for any changes after commencement.

## Policy maintenance officer

1. Director, International Education
2. International Education Division
3. Department of Education and Training
4. Level 28, 80 Collins Street, Melbourne, Victoria 3000
5. Email: international@edumail.vic.gov.au
6. Phone: + 61 3 7022 1000

## Authorised

Executive Director, International Education Division

**Date of authorisation**: 29/11/2020

**Review frequency**: This procedure will be reviewed at minimum every 12 months or when any changes arise impacting its currency, including legislative or regulatory change.