



Australian Government
Department of Education, Skills and Employment

Provider Registration and International Student Management System (PRISMS)

Provider User Guide

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The document must be attributed as the (PRISMS Provider User Guide).

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Changes Log

Date	Version	Comment
01/02/2022	V1.0	New version issued

1 Introduction

1.1 PRISMS Overview

The Provider Registration and International Student Management System (PRISMS) is a secure database owned and maintained by the Department of Education, Skills and Employment for the purposes of administering the *Education Services for Overseas Students Act 2000* (ESOS Act). PRISMS provides means for education and training providers to comply with legislative requirements by:

- issuing bona fide Confirmations of Enrolment (CoE) as ‘evidence of enrolment’ in a registered full-time course, as required for the issuing of a student visa by the Department of Home Affairs;
- reporting changes in course enrolment, particularly where study ceases (for example due to non-compliance), or the duration of the study changes; and
- facilitating the monitoring of student compliance with visa conditions as well as provider compliance with the ESOS Act.

PRISMS provides a range of reports and data exports, which can assist providers, State Education Departments, and the department by consolidating the information provided and assist to meet reporting requirements.

1.2 What is a CoE?

A 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 can issue a student visa. The CoE contains information about the provider, agent (if involved), and course and duration of study in which the student has enrolled.

1.3 Privacy

The Department of Education, Skills and Employment, its employees, contractors and agents (collectively, the department) is subject to the [Privacy Act 1988](#) (the Privacy Act) and to the requirements of the [Australian Privacy Principles](#) (APPs) contained in the Privacy Act.

We also adhere to applicable [guidelines](#) issued to agencies by the Office of the Australian Information Commissioner.

Our privacy policy has been developed in accordance with APP 1 and embodies our commitment to protecting the personal information we hold. The complete privacy policy can be found here:

[Department of Education, Skills and Employment Complete Privacy Policy](#)

1.3.1 International students' personal information

Prior to recording international students' personal information in PRISMS, you must ensure you have made those international students aware of the following matters:

- you are required under the ESOS Act to provide the department with certain personal information about them including their name, date of birth, gender, residential address,

email address, phone number, country of birth, nationality, passport number, and course details;

- their personal information will be recorded in PRISMS;
- their personal information is made available to the department, Department of Home Affairs and other State/Territory government agencies in relation to administering the ESOS Act and the *Migration Act 1958* (Migration Act);
- their personal information may be used for any directly related purpose or any other purpose required or authorised by law;
- if their personal information is not collected, they will not be able to be enrolled in the providers' course;
- they can obtain further information about the department's privacy policy at [Department of Education, Skills and Employment Complete Privacy Policy](#); and
- by enrolling in an Australian course, they consent to all the above.

1.3.2 Education agents' personal information

If you are an education agent who can log onto and use PRISMS, please be aware of the following matters:

- in registering and using PRISMS, the department is collecting your personal information including your name, business email, phone number and address;
- your personal information is accessible by the department and the Department of Home Affairs;
- your personal information will be used for the purpose of administering and monitoring compliance with the ESOS Act and the Migration Act, and for any directly related purpose or any other purpose required or authorised by law;
- your personal information may be disclosed by the department to other Commonwealth entities (including, but not limited to, the Australian Skills Quality Authority (ASQA) and Tertiary Education Quality and Standards Agency (TEQSA)), education institutions and publicly. The department will share individual agents' performance publicly as aggregated data (but will not identify agent - provider relationships). Agent - provider relationships will only be identified when data is shared with other Commonwealth entities.
- further information about the Department's privacy policy at [Department of Education, Skills and Employment Complete Privacy Policy](#).

Under section 21 A of the ESOS Act, providers are required to maintain a list of all their education agents. Providers may record education agents' details on PRISMS.

Prior to recording education agents' personal information into PRISMS, you must obtain their consent for their information to be recorded in the system and ensure they are made aware of the following matters:

- their personal information including their name, business email address, phone number, and address (if they are an Australian agent) will be recorded in PRISMS;
- their personal information is accessible to the department, Department of Home Affairs and other education providers;
- their personal information will be used for the purpose of administering the ESOS Act and the Migration Act and for any directly related purpose or any other purpose required or authorised by law; and
- they can obtain further information about the department's privacy policy at [Department of Education, Skills and Employment Complete Privacy Policy](#).

1.3.3 Authorised users' personal information

To enable providers to use and record information in PRISMS, the department collects and records personal information from representatives of providers to authorise access to the system. If you are a representative of a provider and have been nominated to be an Authorised User of PRISMS, the following personal information will be collected from you: your name, date of birth; and business email address and phone number. If this personal information is not collected, you will not be granted access to the system. Your personal information will be used for the purpose of managing PRISMS and may be made available to Department of Home Affairs in relation to managing PRISMS and administering the ESOS Act and the Migration Act. Your personal information may also be used for any directly related purpose or any other purpose required or authorised by law.

1.3.4 Further information

For further information about how the department handles personal information, how personal information can be accessed or corrected, how to make a complaint, and the department's privacy policy go to the [Department of Education, Skills and Employment Complete Privacy Policy](#) or you may request a copy of the privacy policy from privacy@dese.gov.au.

1.4 PRISMS conditions of access and use

Section 109 of the ESOS Act enables the Secretary of the department to give any person access to PRISMS subject to conditions relating to the use and the means of obtaining access to PRISMS. An intentional breach of a condition (including unauthorised access to information on PRISMS) is an offence. It is therefore important that providers read and follow these [Conditions of Access and Use](#) at all times. The department will grant access to PRISMS to providers and their authorised users who must ensure to keep their login credentials secure and not share them with any unauthorised users. To ensure the security of PRISMS access, the usage is monitored.

1.5 PRISMS security measures

PRISMS has various security measures in place to ensure that data is securely submitted to the department. Usage in PRISMS is carefully monitored and appropriately logged in the database. Users have a unique login identifier and must maintain a personal password as per the password conventions. They can only access data for the level assigned by their Principal Executive Officer (PEO) or delegate of a CRICOS registered provider. See Section **2.2.1 PRISMS user roles** for details on access levels.

1.6 Compatible web browsers

The PRISMS website is optimised for secure, standards compliant and up-to-date web browsers.

Users may encounter rendering issues if using an older browser, or if the [browser settings](#) have not been properly applied.

1.7 Purpose and layout of this guide

This user manual is designed to assist registered users of PRISMS to create CoEs for international students coming to Australia, and to report on any students not complying with their visa conditions. The following table describes special features added to various chapters to note important aspects of the system and to enhance reading experience.

FEATURE	PURPOSE
	To alert users of an important system behaviour.
	To provide users with important tips and information related to the system.
	To provide scenarios to assist users with various situations.

1.8 Navigating this document

New users: start with these links: **1 Introduction**, **2.1 Registering as a new user**, and **3 Home Page – Warnings, News and Alerts**.

Navigating this document:

- Browse the table of contents, or
- Use **CTRL+F** in your browser to search for a word or group of words, or click the links below:
 - **Confirmation of Enrolment (CoE)**
 - **Tuition Fee Scenarios**
 - **Student Course Variations**
 - **SCV Scenarios**
 - **Glossary of terms used**

1.9 PRISMS Access requirements

Access to PRISMS will only be provided to approved Australian education providers who are registered on CRICOS. Any person granted access to use PRISMS must read and accept the [Conditions of Access and Use](#) as use of the PRISMS system will be taken by DESE as acceptance of these terms and conditions.

1.10 PRISMS Support

Department of Education, Skills and Employment

Email: Prisms@dese.gov.au

Department of Home Affairs

Email: student.visa.program@homeaffairs.gov.au

Phone: 61-2-131 881

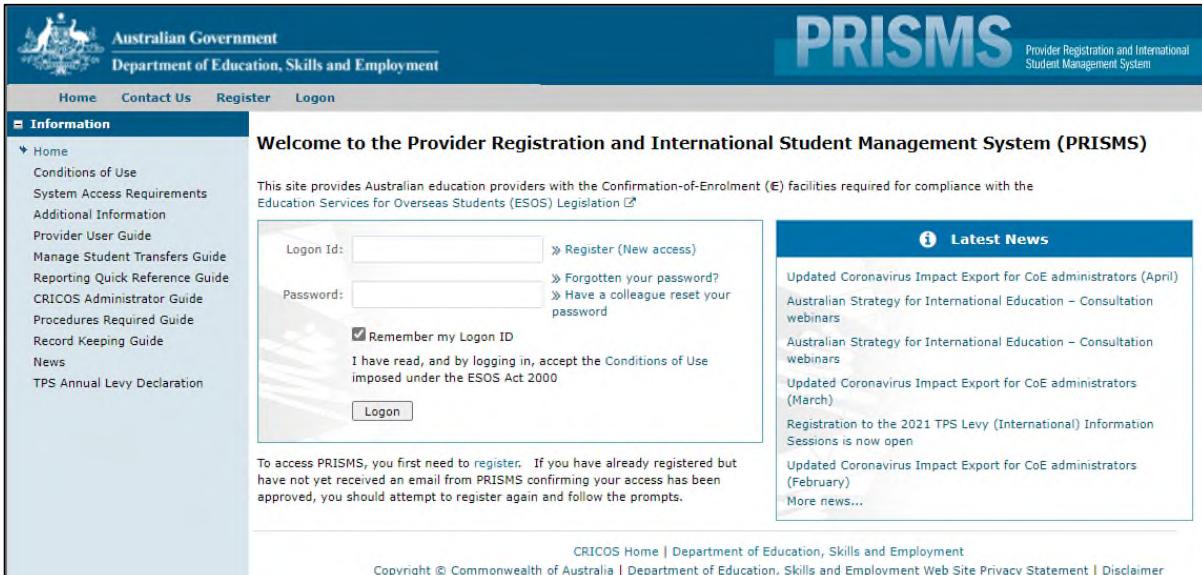
2 Logging into PRISMS

This section describes how to register as a new user and sign into the PRISMS system, how to request additional access, and how access requests are approved. Forgotten passwords and changing details are also covered.

When entering data in PRISMS, a red asterisk * denotes a mandatory entry field.

The help link  is available on many pages for help text related to that page to appear.

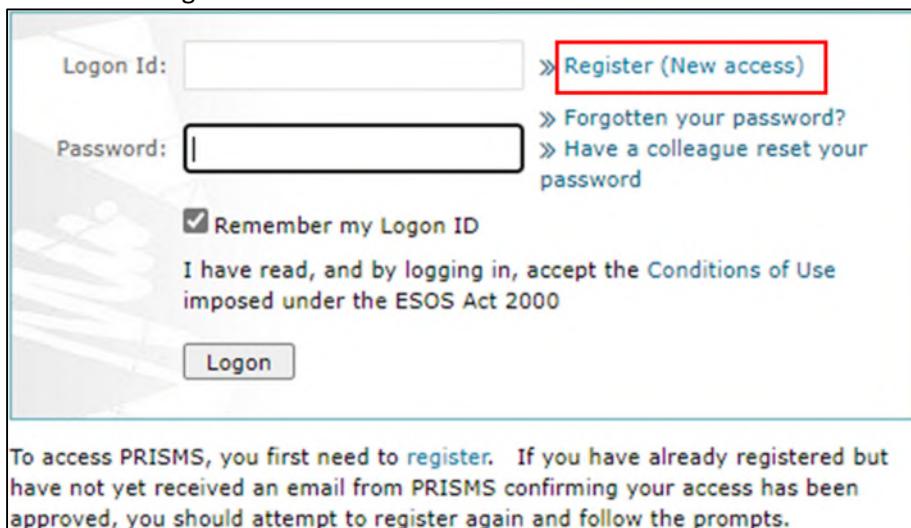
The URL for PRISMS is <https://prisms.education.gov.au> which opens with the page shown below.



If you already have a logon for PRISMS, then enter the Logon Id and Password and click **Logon**. See section **2.3 Initial login**.

2.1 Registering as a new user

New PRISMS users must register for access.



1. Click on **Register (New access)** to create a new account.

The following page is displayed:

Register

To be granted access to the PRISMS system you must first register your email address. Please ensure you have read the PRISMS Access Requirements and Conditions of Use before proceeding. Any information that you provide will be treated in accordance with the Department of Education, Skills and Employment Web Site Privacy Statement.

If you have already registered but have not received an email telling you your access has been activated it may be because the delegate you selected is yet to approve your request or the PRISMS help desk is yet to process your request.

Note: It can take up to 5 working days for the PRISMS help desk receiving an approved request to process registrations. Before contacting the PRISMS help desk please contact the delegate you selected to ensure they have approved your request. If you need to select another delegate to approve your request you need to "attempt to register again" using your email address. The system will detect that you have already registered and offer the option to choose another delegate.

* Register As:

* Email Address:

Provider user, who uses PRISMS to create or report on CoEs, or only for reporting purposes
 Agent User - Agent who can create CoEs on behalf of providers
 IDP User IDP staff, who create CoEs on behalf of providers
 IDP Office Provider requesting access for an IDP office
 Commonwealth Government Department/Authority/National Regulator User
 Fund Manager Assurance Fund Manager user
 Ombudsman
 Department of Home Affairs or Migration Review Tribunal and Refugee Review Tribunal user
 State Government Department/Authority user

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* Denotes a mandatory field.

2. **Register As:** Click the drop-down list button ▼ and then choose type of user access you require.

Register As	Type of access
Provider User	If you work at an education provider such as a university, vocational education and training (VET) provider or a school, then select the <u>first</u> category: Provider user, who uses PRISMS to create or report on CoEs, or only for reporting purposes
Agent User	If you work as an agent for a provider such as a university, VET provider or a school, then select the <u>second</u> category: Agent user, Agent who can create CoEs on behalf of providers .
IDP Agent	If you work as an IDP agent, then select the third category: IDP User IDP Staff, who create CoEs on behalf of providers

Other categories of users in the drop-down list are not for registering providers and agents and are not described in this manual.

Instructions for completing the registration as Provider User, Agent User and IDP Agent are detailed in the sections below.

2.1.1 Register as a Provider

1. **Role:** click the drop-down list button and choose from the list. If you are unsure of the level of access you require, you may wish to confirm with your employer.

* Register As: Provider user, who uses PRISMS to create or report on CoEs, or only for reporting purposes

* Select Role:

* Email Address:

- Authorise CoE access (full access)
- Create CoE access (data entry only)
- Reporting access (view only access)

2. **Email Address:** the email address used must only be used by one person. It is used to log in and to identify the account. All notifications will be sent to this email address. PRISMS will not accept generic email addresses.
3. Click on the **Next** button to continue.
4. **First Name:** enter the name.
5. **Family Name:** enter the family name.
6. **Date of Birth:** enter the date in dd/mm/yyyy format. You will need this if you need to reset your password.

* Register As: Provider user, who uses PRISMS to create or report on CoEs, or only for reporting purposes

* Select Role: Create CoE access (data entry only)

* Email Address: example@examplecompany.com

* First Name:

* Family Name:

* Date of Birth: dd/mm/yyyy

* Phone:

* Question: Select a question

* Answer:

* Password:

Password Feedback: Please enter a longer password

* Confirm Password:

* Provider Code:

7. **Phone:** enter the number, including international prefix and area codes, without + () or any other symbols.

8. **Question:** click the drop-down list button and choose a question from the list and type the answer. You will need these if you need to reset your password.
9. **Password** and **Confirm Password:** must be at least 14 characters long and contain a mix of letters (upper and lower case) and numbers.
10. **Provider Code:** this is the CRICOS Provider code, length 6, alphanumeric code (letters or numbers). A lookup is available at <http://cricos.education.gov.au/>
11. Once the required fields are entered, click the **Confirm Provider Code** button to continue.

The provider details are then checked, and, if correct, the organisation details are displayed, along with the remaining entry fields.

The screenshot shows a registration form with the following fields and sections:

- Provider Code:** 99999B
- Organisation:**
 - Name: Sample International Colleges Pty Ltd
 - Phone: Phone: 07 987654321
 - Address: 1 Sample Street
SAMPLE, QLD, 4001, Australia
- Registration Signatory Delegates:**

Select one of the following registration signatory delegates for approval

 - SMITH, Test1 – Director
Phone: 0412345678
 - DOE, Test2 – Senior Service Desk Analyst
Phone: 0412345678
- Security Code:** To submit the registration request, please enter this code below and click the Submit Registration button.
46 RP 8
- Checkboxes:**
 - I accept the system access responsibilities and attest that the above details are correct.
 - I would like to subscribe to news items
- Buttons:** Submit Registration | Confirm Provider Code

12. **Registration Signatory Delegate (RSD):** click the checkbox for one RSD from the provider. This is the person to review and approve or reject your access request.
13. **Security Code:** enter the code from the distorted image.
14. **System Access Responsibilities:** click the link to read and understand your responsibilities. Click the checkbox after you have done so.
15. **I would like to subscribe to news items:** click the checkbox to subscribe to email notifications of new PRISMS News Items. You can unsubscribe later if you wish.
16. Click the **Submit Registration** button to continue.

PRISMS will display the following message:

Registration

Your registration details have been successfully submitted.
You will receive an email at your registered email address shortly. This email will contain a summary of your registration details, what you need to do if the Registration Signatory Delegate you selected is unable to approve your request and how long it may take to be processed.

For technical support please contact the PRISMS Help Desk:

Email: prisms@dese.gov.au

The system will generate an email to your nominated RSD to approve your account.

Once approved, you will receive an email to your registered email address.

2.1.2 Register as an Agent User

* Register As: Agent User - Agent who can create CoEs on behalf of providers

* Email Address: example@examplecompany.com

* First Name:

* Family Name:

* Date of Birth: dd/mm/yyyy

* Phone:

* Question: Select a question

* Answer:

* Password:

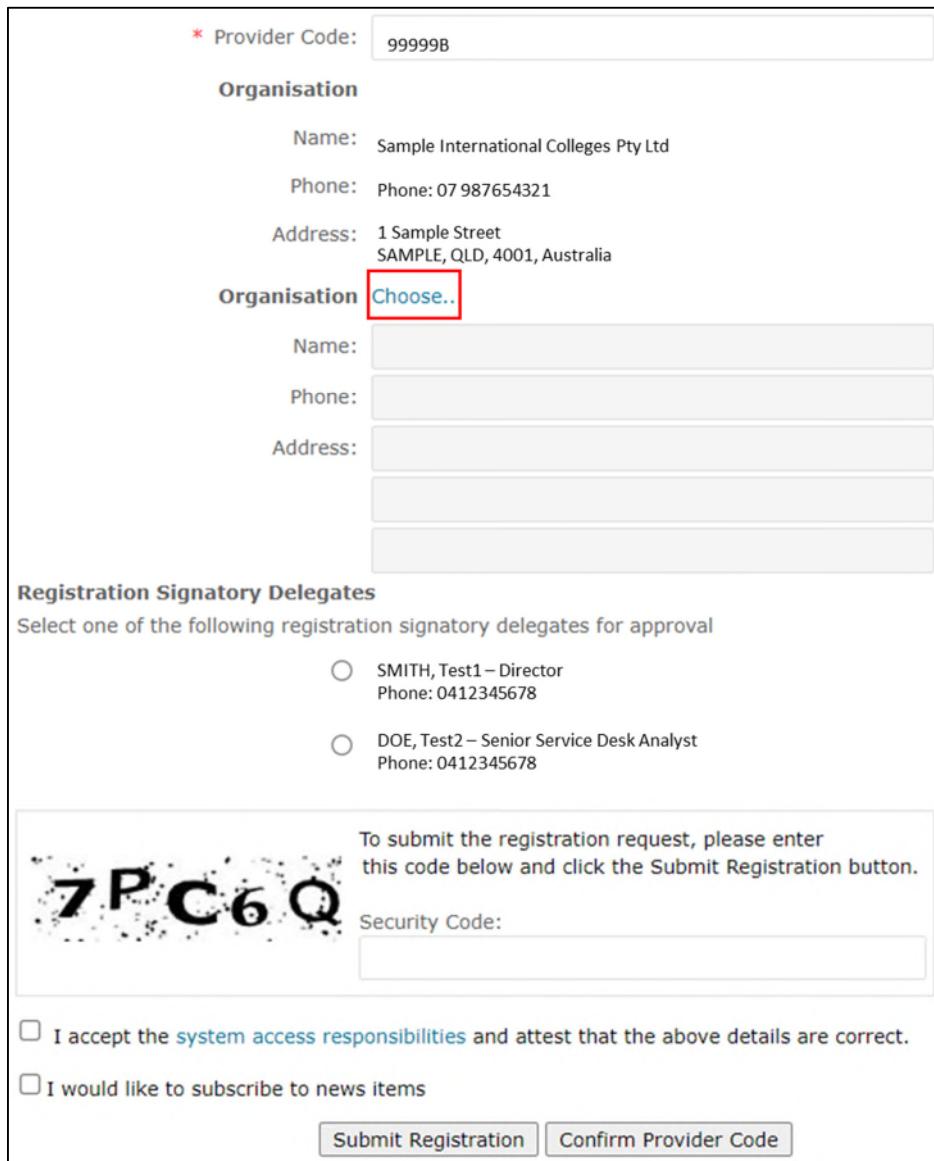
Password Feedback: Please enter a longer password

* Confirm Password:

* Provider Code:

1. **Email Address:** the email address used must only be used by one person. It is used for log in and to identify the account. All notifications will be sent to this email address. PRISMS will not accept generic email addresses.
2. **First Name:** enter the name.
3. **Family Name:** enter the family name.
4. **Date of Birth:** enter the date in dd/mm/yyyy format. You will need this if you need to reset your password.
5. **Phone:** enter the number, including international prefix and area codes, without + () or any other symbols.
6. **Question:** click the drop-down list button and choose a question from the list and type the answer. You will need these if you need to reset your password.
7. **Password** and **Confirm Password:** must be at least 14 characters long and contain a mix of letters (upper and lower case) and numbers.
8. **Provider Code:** this is the CRICOS Provider code, length 6, alphanumeric code (letters or numbers). A lookup is available at <http://cricos.education.gov.au/>
9. Once the required fields are entered, click the **Confirm Provider Code** button to continue.

The provider details are then checked, and if correct, the organisation details are displayed, along with the remaining entry fields.



The screenshot shows the PRISMS Provider Registration form. At the top, there is a field for the Provider Code (99999B) with a red asterisk indicating it is required. Below this, the 'Organisation' section displays the pre-filled details: Name (Sample International Colleges Pty Ltd), Phone (07 987654321), and Address (1 Sample Street, SAMPLE, QLD, 4001, Australia). A red box highlights the 'Choose...' button next to the 'Organisation' label. Below this, there is a section for 'Registration Signatory Delegates' with two options listed. At the bottom, there is a CAPTCHA code ('7PC6Q') and a security code input field. Two checkboxes are present for accepting terms and conditions and subscribing to news items. Finally, there are 'Submit Registration' and 'Confirm Provider Code' buttons.

10. Click **Choose...** to select the Organisation.

The **Select Organisation** list is displayed.



11. Choose the organisation and click the **Ok** button.

The organisation details are displayed.

12. **Registration Signatory Delegate (RSD):** click the checkbox for one RSD from the provider. This is the person to review and approve or reject your access request.
13. **Security Code:** enter the code from the distorted image.
14. **System Access Responsibilities:** click the link to read and understand your responsibilities. Click the checkbox after you have done so.
15. **I would like to subscribe to news items:** click the checkbox to subscribe to email notifications of new PRISMS News Items. You can unsubscribe later if you wish.
16. Click the **Submit Registration** button to continue.

PRISMS will display the following message:

Registration

Your registration details have been successfully submitted.
 You will receive an email at your registered email address shortly. This email will contain a summary of your registration details, what you need to do if the Registration Signatory Delegate you selected is unable to approve your request and how long it may take to be processed.
 For technical support please contact the PRISMS Help Desk:
Email: prisms@dese.gov.au

The system will generate an email to your nominated RSD to approve your account.

Once approved, you will receive an email to your registered email address.

2.1.3 Register as an IDP User IDP Staff

1. **Select IDP Office:** click the drop-down list button and choose from the list.

* Register As:	<input type="text" value="IDP User IDP staff, who create CoEs on behalf of providers"/>
Select IDP Office:	<input type="button" value="▼"/>
* Email Address:	<input type="text"/> <small>IDP – IDP Education – Country/City 1 IDP – IDP Education – Country/City 2 IDP – IDP Education – Country/City 3</small>

2. **Email Address:** the email address used must only be used by one person. It is used for log in and to identify the account. All notifications will be sent to this email address. PRISMS will not accept generic email addresses.

* Register As:	<input type="text" value="IDP User IDP staff, who create CoEs on behalf of providers"/>
Select IDP Office:	<input type="text" value="IDP – IDP Education – Country/City 2"/>
* Email Address:	<input type="text" value="test1@idpexampleoffice1.com.au"/>

3. Click on **Next** to continue.

The remaining entry fields are displayed.

* First Name: [Input Field]

* Family Name: [Input Field]

* Date of Birth: dd/mm/yyyy [Input Field] [Calendar Icon]

* Phone: [Input Field]

* Question: Select a question [Dropdown Menu]

* Answer: [Input Field]

* Password: [Input Field]

Password Feedback: Please enter a longer password

* Confirm Password: [Input Field]

Organisation

Name: IDP – IDP Education – Country/City 2

Phone: 622222222222

Address: 1 Main St
Exapletown, NSW 2000
Australia

To submit the registration request, please enter this code below and click the Submit Registration button.

Security Code: [Input Field]

I accept the [system access responsibilities](#) and attest that the above details are correct.

I would like to subscribe to news items

4. **First Name:** enter the name.
5. **Family Name:** enter the family name.
6. **Date of Birth:** enter the date in dd/mm/yyyy format. You will need this if you need to reset your password.
7. **Phone:** enter the number, including international prefix and area codes, without + () or any other symbols.
8. **Question:** click the drop-down list button and choose a question from the list and type the answer. You will need these if you need to reset your password.
9. **Password** and **Confirm Password:** must be at least 14 characters long and contain a mix of letters (upper and lower case) and numbers.
10. **Security Code:** enter the code from the distorted image.
11. **System Access Responsibilities:** click the link to read and understand your responsibilities. Click the checkbox after you have done so.

12. **I would like to subscribe to news items:** click the checkbox to subscribe to email notifications of new PRISMS News Items. You can unsubscribe later if you wish.

17. Click the **Submit Registration** button to continue.

PRISMS will display the following message:

Registration

Your registration details have been successfully submitted.
 You will receive an email at your registered email address shortly. This email will contain a summary of your registration details, what you need to do if the Registration Signatory Delegate you selected is unable to approve your request and how long it may take to be processed.
 For technical support please contact the PRISMS Help Desk:
 Email: prisms@dese.gov.au

The system will generate an email to your nominated RSD to approve your account.

Once approved, you will receive an email to your registered email address.

2.2 Approve access

The RSD receives an email from PRISMS about the user access request.

- The email contains a link that is active for 14 days
- The link takes the RSD to PRISMS to:
 - Review the user request details
 - Read the requirements for granting system access
 - Indicate they have read and understood the requirements
 - Action the request (**Approve** or **Reject**)
 - Confirm the action
- The system notifies the requesting user of the outcome of the application.



- If the requesting user does not receive an email advising the outcome, it may be because the delegate you selected is yet to approve your request, or the PRISMS Help Desk is yet to process your request.
- It can take up to 5 working days for the PRISMS Help Desk receiving an approved request to process registrations.
- Before contacting the PRISMS Help Desk please contact the delegate you selected to ensure they have approved your request.
- If you need to select another delegate to approve your request, then you need to “attempt to register again” using your email address. The system will detect that you have already registered and offer the option to choose another delegate.

2.2.1 PRISMS user roles

There are several levels of access available for PRISMS users. The level available to everyone is determined by the PEO, or a delegate of a CRICOS registered provider. The table below describes each level of access and the functions available to users with that access.

Table 1 - PRISMS Provider Access functions

Register As/ Role	Users Can:	Create & Save CoE	View CoE	Approve CoE	Cancel CoE	Report On CoEs
CoE Administrator	<ul style="list-style-type: none"> Save, create, and approve CoEs using the one process Approve CoEs that have been created by other users Cancel or report on CoEs that have been approved 	✓	✓ all CoEs	✓	✓	✓ all CoEs
CoE Create	<ul style="list-style-type: none"> Create a CoE that will be placed in a queue pending approval by a user with Administrator access View CoEs created by other users from the same provider 	✓	✓ all CoEs for the Provider	✗	✗	✗
CoE Agent Access	<ul style="list-style-type: none"> Create a CoE that will be placed in a pending queue for approval by a user with Administrator access for that Provider View only CoEs created by their own Log on ID 	✓	✓* own CoEs	✗	✗	✗
Reporting access (view Only)	<ul style="list-style-type: none"> Access statistics reports and Provider Protected Amount Export 	✗	✗	✗	✗	✗
IDP User Staff (IDP)	<ul style="list-style-type: none"> Create a CoE that will be placed in a pending queue for approval by a user with Administrator access for that Provider View only CoEs created by their own Log on ID 	✓	✓* own CoEs	✗	✗	✗

* Can only view/print or save a CoE Certificate that they created and only if the approver selected the option ***Creator Deliver CoE Certificate***.

2.3 Initial login

When your RSD has activated your account, you can login to PRISMS using the email address and the password used at registration.

Logon Id:

Password:

Remember my Logon ID

I have read, and by logging in, accept the [Conditions of Use](#) imposed under the ESOS Act 2000

1. **Logon ID:** Enter the email address that was used to register.
2. **Password:** enter the password used to register.
3. Click the **Logon** button to login.

The system will then prompt you to complete the online training package before gaining access to PRISMS as prescribed in the PRISMS Conditions of Use.

NOTE: Users with Reporting Access (view only access) do not have online training.

2.4 Forgotten password

1. If you have forgotten your password, then click **Forgotten your password?** to reset it.

Logon Id:

Password:

Remember my Logon ID

I have read, and by logging in, accept the [Conditions of Use](#) imposed under the ESOS Act 2000

The **Request Password Reset** form is displayed.

Request Password Reset

If you have lost or forgotten your password then you may request to have it reset. PRISMS can do this for you automatically, provided it is able to send the new password to you in an email.

If PRISMS is unable to send you an email then you will need to contact the Help Desk to have your password reset:

Email: prisms@dese.gov.au

To begin the password reset process, enter your registered email address below and click Continue.

Email Address:

2. **Email Address:** if you have access to your email's inbox, then enter your registered email address in the field, and click the **Continue** button. Otherwise, contact the Help Desk (prisms@dese.gov.au) directly, or ask a colleague to reset your password.
3. **When contacting Help Desk** in addition to providing your registered email address, **please provide your identification data** - your date of birth and the answer to your security question, to speed up the assistance needed.

The system will direct you to enter your date of birth to confirm your identity.

Request Password Reset

If you have lost or forgotten your password then you may request to have it reset. PRISMS can do this for you automatically, provided it is able to send the new password to you in an email.

If PRISMS is unable to send you an email then you will need to contact the Help Desk to have your password reset:

Email: prisms@dese.gov.au

Enter your date of birth below and click Continue.

Date of Birth: *

4. **Date of Birth:** enter the date of birth used on your registration.
5. Click the **Continue** button.

If you have entered the correct Date of Birth, the system will ask you your chosen Question at the time of creating your account.

Request Password Reset

If you have lost or forgotten your password then you may request to have it reset. PRISMS can do this for you automatically, provided it is able to send the new password to you in an email.

If PRISMS is unable to send you an email then you will need to contact the Help Desk to have your password reset:

Email: prisms@dese.gov.au

Please answer the following question exactly as you did when registering your account:

First car:

[Continue](#)

6. **Answer:** enter the answer you selected at the time of creating your account.
7. Click the **Continue** button.
8. You will receive an email from prisms@dese.gov.au with a temporary password to allow you to log in and create your own password. An example email is shown below:

The PRISMS system has reset the password for your logon. The new password is as follows:

AGweKyEFrSvCWz

Please keep your password secure. You may now log onto PRISMS by clicking the following link and entering your PRISMS Logon ID and password.

<https://prisms.education.gov.au>

If you experience difficulties logging on or changing your password please contact the PRISMS Helpdesk via:

E-mail: prisms@dese.gov.au

Notice:

The information contained in this email message and any attached files may be confidential information, and may also be the subject of legal professional privilege. If you are not the intended recipient any use, disclosure or copying of this email is unauthorised. If you received this email in error, please notify the sender by contacting the department's switchboard on 1300 488 064 during business hours (8:30am - 5pm Local time) and delete all copies of this transmission together with any attachments.

Login using the temporary password, and you will be directed to create a new password.

Change Password

You are about to change the password for the Logon ID (**Example@examplecompany.com**)

You are required to change your password:

- the first time you log onto the system, as you are only provided with a temporary password; or
- after your password has been reset by the PRISMS Help Desk; or
- if your password expires.

Please enter your current/temporary password, followed by your new password and a confirmation. Your new password must be a **strong** password containing at least **14 characters** that you have not used recently.

For more information, please refer to the Australian Cyber Security Centers' [Stay Smart Online](#) for their advice on passwords.

* Current/Temporary Password:	<input type="text"/>
* New Password:	<input type="text"/>
Password Feedback: Please enter a longer password	
* Confirm New Password:	<input type="text"/>
<input type="button" value="Change Password"/>	

9. **Current/Temporary Password:** type in the temporary password.
10. **New Password** and **Confirm New Password:** type your new password. The password must be at least 14 characters long and contain a mix of letters (upper and lower case) and numbers.
11. Click the **Change Password** button to set the new password.

2.4.1 Have a colleague reset your password

The image shows a logon screen with fields for 'Logon Id' and 'Password'. There are two links on the right: '» Register (New access)' and '» Forgotten your password?'. Below these is a red-bordered box containing the link '» Have a colleague reset your password'. At the bottom left is a checked checkbox for 'Remember my Logon ID', and at the bottom center is a 'Logon' button.

1. Have your colleague click the link **Have a colleague reset your password**.
2. Download the PDF and follow the instructions.

2.5 Change my details

1. Login to PRISMS.



2. Click the **Change My Details** tab.

The **My Details** page is displayed

My Details

Use this screen to modify your existing registration information. Please note that your email address is also used as your Logon ID and cannot be changed. Click [Change Password](#) to change the password for your current Logon ID.

* Email Address:	Example@examplecompany.com
* First Name:	Test1
* Family Name:	SMITH
* Date of Birth:	01/01/1990
* Phone:	0412345678
* Question:	Select a question
* Answer:	

I would like to subscribe to news items

[Save Details](#) [Change Password](#)

Your Options

- [» Change Password](#)
- [» Request Additional Access](#)
This will allow you to request additional access to the same or another provider.
- [» Deactivate Account](#)
This will allow you to deactivate your account. You will have the option to specify a date for when deactivation should occur.

3. You can edit your **Phone**, **Question** and **Answer** fields.
4. If you need to update your Email Address, First Name, or your Family Name, you must contact the PRISMS Help Desk (prisms@dese.gov.au).
5. Click the **Save Details** button to save any changes.

2.5.1 Change Password

This function allows users to change their password.

1. Login to PRISMS.



2. Click the **Change My Details** tab.

The **My Details** page is displayed:

My Details

Use this screen to modify your existing registration information. Please note that your email address is also used as your Logon ID and cannot be changed. Click [Change Password](#) to change the password for your current Logon ID.

* <input type="text"/> Email Address: Example@examplecompany.com	<input type="button" value="Save Details"/>	<input type="button" value="Change Password"/>
* <input type="text"/> First Name: Test1	» Change Password	
* <input type="text"/> Family Name: DOE	» Request Additional Access This will allow you to request additional access to the same or another provider.	
* <input type="text"/> Date of Birth: 01/01/1990	» Deactivate Account This will allow you to deactivate your account. You will have the option to specify a date for when deactivation should occur.	
* <input type="text"/> Phone: 0412345678		
* <input type="text"/> Question: Select a question		
* <input type="text"/> Answer:		
<input checked="" type="checkbox"/> I would like to subscribe to news items		

3. Click the link **Change Password**.

The **Change Password** page is displayed.

Change Password

You are about to change the password for the Logon ID (T1doe@samplecollege1.edu.au). You are required to change your password:

- the first time you log onto the system, as you are only provided with a temporary password; or
- after your password has been reset by the PRISMS Help Desk; or
- if your password expires.

Please enter your current/temporary password, followed by your new password and a confirmation. Your new password must be a [strong](#) password containing at least **14 characters** that you have not used recently.

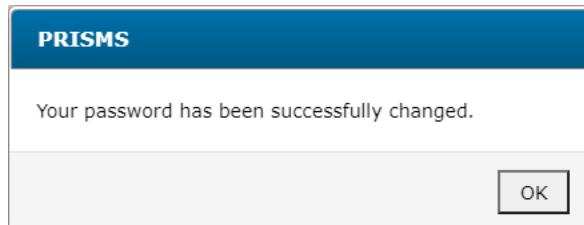
For more information, please refer to the Australian Cyber Security Centers' [Stay Smart Online](#) for their advice on passwords.

* <input type="text"/> Current/Temporary Password:	<input type="button" value="Change Password"/>
* <input type="text"/> New Password:	
Password Feedback: Please enter a longer password	
* <input type="text"/> Confirm New Password:	

4. **Current/Temporary Password:** type in the temporary password.

5. **New Password** and **Confirm New Password**: type your new password. The password must be at least 14 characters long and contain a mix of letters (upper and lower case) and numbers.
6. Click the **Change Password** button to set the new password.

A confirmation message is displayed.



2.5.2 Request additional access

This function allows users to request additional features (menu options), roles or providers. Approval by a Registration Signatory Delegate is required to grant the access.

1. Login to PRISMS.



2. Click the **Change My Details** tab.

The **My Details** page is displayed:

My Details

Use this screen to modify your existing registration information. Please note that your email address is also used as your Logon ID and cannot be changed. Click [Change Password](#) to change the password for your current Logon ID.

* Email Address: <input type="text" value="Example@examplecompany.com"/>	* First Name: <input type="text" value="Test1"/>	Your Options <ul style="list-style-type: none"> » Change Password Request Additional Access This will allow you to request additional access to the same or another provider. » Deactivate Account This will allow you to deactivate your account. You will have the option to specify a date for when deactivation should occur.
* Family Name: <input type="text" value="SMITH"/>	* Date of Birth: <input type="text" value="01/01/1990"/>	
* Phone: <input type="text" value="0412345678"/>	* Question: <input type="text" value="Select a question"/>	
* Answer: <input type="text"/>		
<input checked="" type="checkbox"/> I would like to subscribe to news items		
Save Details Change Password		

3. Click the link **Request Additional Access**.

Request Additional Access

Your current organisation: A Sample Provider (9BBBBBB) 1 sample Road SAMPLE, VIC, 3100, Australia	Important Information <p>The process of requesting Additional Access operates entirely via email with your request going to a delegate via email. The delegate then approves your access to PRISMS.</p>
Your current role: CoE Administrator	
* I would like to: <input type="radio"/> Change my role with this provider <input checked="" type="radio"/> Apply for additional feature access with this provider <input type="radio"/> Apply for access to another provider	

Your current access is displayed, with choices.

4. Click the checkbox for **Apply for additional feature access with this provider**.

The **Registration Signatory Delegates** and **Access Required** fields are displayed.

Registration Signatory Delegates
* Select a delegate to approve your request: <input type="radio"/> SMITH, Test1 – Director (0412345678)
Access Required
* Select required access: <div style="background-color: #f0f0f0; padding: 5px;"> <input type="button" value="CoE Administrator - Sample Colleges 1 Pty Ltd [11111B]"/> <input type="button" value="CoE Create - Sample Colleges 1 Pty Ltd [11111B]"/> <input type="button" value="Reports Administrator - Sample Colleges 1 Pty Ltd [11111B]"/> </div>
<input type="button" value="Submit Access Request"/>

5. **Registration Signatory Delegates:** click the checkbox for one RSD from the provider. This is the person to review and approve or reject your access request.
6. **Access Required.** Select the drop-down button and choose from the following:

Access	Description
View agent analytics data	access agent/agency related data exports and dashboard
Submit course cost change requests	to change course costs
Submit requests to change courses linked to locations	to update courses and associated locations
User account manager	to supervise and manage other PRISMS users accounts in your organisation

7. Click the **Submit Access Request** button to submit the request.

The system will generate an email to your nominated RSD to approve your account and an email to you with your requested details and the nominated RSD details.

Once approved, you will receive an email to your registered email address.

2.5.3 Multiple provider access

1. Login to PRISMS.



2. Click the **Change My Details** tab.

The **My Details** page is displayed.

The screenshot shows the "My Details" page. It includes fields for Email Address (Example@examplecompany.com), First Name (Test1), Family Name (SMITH), Date of Birth (01/01/1990), Phone (0412345678), Question (Select a question), and Answer. There is also a checkbox for "I would like to subscribe to news items". On the right, a sidebar titled "Your Options" contains links for "Change Password" (disabled), "Request Additional Access" (highlighted with a red box), and "Deactivate Account". The "Request Additional Access" link is described as allowing users to request additional access to the same or another provider. At the bottom are "Save Details" and "Change Password" buttons.

3. Click **Request Additional Access**.

The screenshot shows the "Request Additional Access" page. It displays the current organization as "A Sample Provider (9BBBBB)" located at "1 sample Road, SAMPLE, VIC, 3100, Australia". The current role is listed as "CoE Administrator". On the right, an "Important Information" box states that the process operates via email, with the request going to a delegate who then approves access. It also mentions that the provider code is a length 6 alphanumeric code available at <http://cricos.education.gov.au/>. The "Apply for access to another provider" option is highlighted with a red box. Below this, there is a checkbox for "I would like to:" followed by three radio button options: "Change my role with this provider", "Apply for additional feature access with this provider", and "Apply for access to another provider".

4. Click the checkbox **Apply for access to another provider**.

The provider code entry field is displayed.

The screenshot shows a form field labeled "CRICOS Provider Code:" with a placeholder "Provider code" and a "Confirm" button.

5. **CRICOS Provider Code:** this is a length 6, alphanumeric code (letters or numbers). A lookup is available at <http://cricos.education.gov.au/>
6. Click the **Confirm** button.

The organisation details are displayed.

Organisation
<p>Name: Sample College 1 Pty Ltd Phone: 07 987654321 Address: 1 Sample Street SAMPLE, QLD, 4001, Australia</p>
Registration Signatory Delegates
* Select a delegate to approve <input type="radio"/> SMITH, Test1 – Director (0412345678) your request:
Access Required
* Select required access: <div style="border: 1px solid #ccc; padding: 5px; width: fit-content;"> CoE Administrator - Sample Colleges 1 Pty Ltd [11111B] CoE Create - Sample Colleges 1 Pty Ltd [11111B] Reports Administrator - Sample Colleges 1 Pty Ltd [11111B] </div>
Submit Access Request

7. Confirm the **Organisation** details are correct.
8. **Registration Signatory Delegates:** click the checkbox for one RSD from the provider. This is the person to review and approve or reject your access request.
9. **Access Required:** click the drop-down button and choose from the list:
 - **CoE Administrator** – full access
 - **CoE Create** – data entry only
 - **Reports Administrator** - view only access
10. Click the **Submit Access Request** button to submit the request.

The system will generate an email to your nominated RSD to approve your account and an email to you with your request details and the nominated RSD details.

Once approved, you will receive an email to your registered email address.

2.5.4 Select Provider

If you are registered with more than one provider (multiple provider access) then you can select which provider to work with.

1. Select from the left-hand menu: **Provider > Select Provider**.

The **Select Provider** page is displayed, showing the details of your registered providers.

Select Provider

You are currently associated with **2** providers. Please select the provider that you wish to work with from the list below. Your currently selected provider is always shown at the top right of the page, next to your name.

Organisation Name	Trading Name	Registered State	CRICOS Code	Status
Sample College1	Sample College 1 Pty Ltd	NSW	99999B	Registered
Sample College 2	Sample College 2 Pty Ltd	NSW	99999A	Registered

Page 1 of 1 (from 2 rows): **1**

2. Click on the row to choose the provider.

The **Home Page** is then displayed, showing the current organisation (your selected provider).

	Your current organisation and role are always displayed at the top of the page, in the ribbon.
--	--

2.6 Deactivate account

1. Login to PRISMS.
2. Click the ***Change My Details*** tab.

The screenshot shows the official Australian Government website header with the coat of arms and the text "Australian Government" and "Department of Education, Skills and Employment". Below the header, there is a navigation bar with links for "Home", "Contact Us", "Change My Details" (which is highlighted with a red border), and "Logout".

The ***My Details*** page is displayed.

The screenshot shows the "My Details" page. It includes fields for "Email Address" (Example@examplecompany.com), "First Name" (Test1), "Family Name" (SMITH), "Date of Birth" (01/01/1990), "Phone" (0412345678), "Question" (Select a question), and "Answer". There is also a checkbox for "I would like to subscribe to news items". On the right, there is a sidebar titled "Your Options" with links for "Change Password", "Request Additional Access", and "Deactivate Account". The "Deactivate Account" link is highlighted with a red border.

3. Click ***Deactivate Account***.
4. ***When do you want your account to be de-activated?***: choose when you would like your account to be deactivated.

The screenshot shows the "Deactivate User" page. It displays a message about preventing logging on to PRISMS and asks when the account should be deactivated. Two radio button options are shown: "Now" (selected) and "On 13/05/2021". A text area for comments is provided, and "Save" and "Cancel" buttons are at the bottom.

5. Comments: optionally include comments with the deactivation request.
6. Click the ***Save*** button to submit.

2.7 Locked account

If you don't log into PRISMS for over 6 months, then your account will be locked. If your account is locked, please contact the PRISMS Help Desk at prisms@dese.gov.au using your registered email address. The Help Desk staff will assist you by unlocking your account and resetting your password.

When contacting Help Desk - please provide your identification data - your date of birth and the answer to your security question, to speed up the assistance needed.

2.8 Log out

To log out, click the Logout tab as shown below.



The log in screen is then displayed.

3 Home Page – Warnings, News and Alerts

This section describes what you see when you log onto PRISMS. It displays your **Home** page.

The image below has different sections outlined in red and numbered. These are described below.

The screenshot shows the PRISMS Home page with several sections highlighted in red:

- Current organisation:** 1 (highlighted in red)
- News Items ...** 3 (highlighted in red)
- Warning** 4 (highlighted in red)
- No alerts to display.** 5 (highlighted in red)

The left-hand menu bar contains the following options:

- Information
- My Organisation
- Provider (highlighted in red) 2
- Select Provider (highlighted in red)
- Locations
- Courses
- Course Variations
- Add new CoE
- Students/CoEs
- Student Contact Upload
- Agents
- Agency Dashboard
- Manage Agent
- Manage Agency
- Reports (highlighted in red)

The main content area includes:

- Welcome message: "Welcome to the Provider Registration and International Student Management System (PRISMS). Please select a menu option from the left of this page. You can return to this page at any time by choosing [Home](#) from the menu"
- Current organisation: "Logged on as: 1"
- News Items: "3 News Items ..."
- Warning: "Your institution now appears to be at 118.6% of the maximum overseas student capacity approved by your state / territory designated education authority. (this percentage represents the number of currently studying CoEs (172) against your total approved capacity for all your locations ((145)). Please ensure that you undertake appropriate actions to monitor your institution's enrolments against its approved capacity. A graph of your providers' future enrolments and capacity can be seen here: [View capacity Chart](#). For advice please contact your state / territory designated education authority: <http://cricos.deewr.gov.au/contacts.CRICOSContacts.aspx>"
- Alert tabs: "Alerts (0)", "Outstanding CoEs (1)" (highlighted in yellow), "Visa Actions (0)", "Welfare Arrangements (0)", "Welfare Alerts (0)", "Defaulting CoEs (0)".
- Buttons: "Select All", "Deselect All", "Mark as Read".

1. Your selected organisation and user details are displayed here. If the organisation is blank, then use the menu option **Select Provider** (in the left-hand menu bar. See section **4.1 Select Provider**).
2. The left-hand menu bar contains links to standard information and PRISMS menu options. Click the menu option to open it.
3. The **News Items** link can be clicked to view recent PRISMS News. Click the link to view recent PRISMS news.
4. Any **Warnings or Alerts** for your current organisation are displayed here.
5. Various **Alert tabs** are displayed here (not to Reporting only access). The table below shows if the user access types can see these tabs and select them. The tabs are described below in the table.

Table 2 – Home Page Tabs and user access

Home Page tabs	CoE Administrator	CoE Create	Reporting Access	CoE Agent	IDP User
Alerts	✓	✓	✗	✓	✓
Outstanding CoEs	✓	✓	✗	✗	✗
Visa Actions	✓	✗	✗	✗	✗
Welfare Arrangements	✓	✓	✗	✗	✗
Welfare Alerts	✓	✗	✗	✗	✗
Defaulting CoEs	✓	✓	✗	✗	✗

3.1 Alerts tab

This tab displays alerts about CoEs that you have created.

Alerts (2)	Outstanding CoEs (1)	Welfare Arrangements (3)	Defaulting CoEs (0)												
<p>Click on an item in the list to view or print the CoE Certificate:</p> <table border="1"> <thead> <tr> <th>Alert Type</th> <th>Description</th> <th>Date ▾</th> <th>Raised By</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> Print/Deliver CoE</td> <td>The CoE for DOE, Test has been approved. Please print and deliver the CoE Certificate to DOE, Test on behalf of the education provider.</td> <td>17/06/2021</td> <td></td> </tr> <tr> <td><input type="checkbox"/> Print/Deliver CoE</td> <td>The CoE for DOE, Test has been approved. Please print and deliver the CoE Certificate to DOE, Test on behalf of the education provider.</td> <td>17/06/2021</td> <td></td> </tr> </tbody> </table> <p>Export to Excel</p> <p>Select All Deselect All Mark as Read</p>				Alert Type	Description	Date ▾	Raised By	<input type="checkbox"/> Print/Deliver CoE	The CoE for DOE, Test has been approved. Please print and deliver the CoE Certificate to DOE, Test on behalf of the education provider.	17/06/2021		<input type="checkbox"/> Print/Deliver CoE	The CoE for DOE, Test has been approved. Please print and deliver the CoE Certificate to DOE, Test on behalf of the education provider.	17/06/2021	
Alert Type	Description	Date ▾	Raised By												
<input type="checkbox"/> Print/Deliver CoE	The CoE for DOE, Test has been approved. Please print and deliver the CoE Certificate to DOE, Test on behalf of the education provider.	17/06/2021													
<input type="checkbox"/> Print/Deliver CoE	The CoE for DOE, Test has been approved. Please print and deliver the CoE Certificate to DOE, Test on behalf of the education provider.	17/06/2021													

Click on a record to edit its details. See section **6 Confirmation of Enrolment (CoE)**.

3.2 Outstanding CoEs Tab

This tab displays CoEs that you have created that are incomplete in some way or otherwise require your action.

Home																													
Welcome to the Provider Registration and International Student Management System (PRISMS). Please select a menu option from the left of this page. You can return to this page at any time by choosing Home from the menu.																													
Current organisation: Sample College 1 [12345A]																													
Logged on as: TEST, Agent4 (T4agent@samplecollege1.edu.au)																													
News Items...																													
Alerts (0)	Outstanding CoEs (1)	Visa Actions (0)	Welfare Arrangements (2)	Welfare Alerts (0)	Defaulting CoEs (0)																								
<p>? The following CoEs require further action:</p> <table border="1"> <thead> <tr> <th>Action Required</th> <th>CoE Status</th> <th>Student Name</th> <th>Notes</th> <th>Created By</th> <th>Created</th> </tr> </thead> <tbody> <tr> <td>Edit/Submit</td> <td>Saved</td> <td>DOE, Test1</td> <td>Course: Diploma of Nursing [096215B]</td> <td>TEST, Approver1</td> <td>14/02/2021</td> </tr> <tr> <td>Approve/Cancel</td> <td>Pending</td> <td>DOE, Test</td> <td>Course: Diploma of Horticulture [092593G]</td> <td>TEST, Agent2</td> <td>17/06/2021</td> </tr> <tr> <td>Report</td> <td>Cancelled</td> <td>DOE, Test2</td> <td>Reason: CoE Cancelled, Course Cancelled/Suspended</td> <td>TEST, Agent1</td> <td>30/06/2021</td> </tr> </tbody> </table> <p>Export to Excel</p> <p>Page 1 of 1 (from 1 rows): 1</p> <p>Select All Deselect All Mark as Read</p>						Action Required	CoE Status	Student Name	Notes	Created By	Created	Edit/Submit	Saved	DOE, Test1	Course: Diploma of Nursing [096215B]	TEST, Approver1	14/02/2021	Approve/Cancel	Pending	DOE, Test	Course: Diploma of Horticulture [092593G]	TEST, Agent2	17/06/2021	Report	Cancelled	DOE, Test2	Reason: CoE Cancelled, Course Cancelled/Suspended	TEST, Agent1	30/06/2021
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1. Click on the record to action it.
2. For Action Required:
 - **Edit/Submit** - see section **6 Confirmation of Enrolment (CoE)**.
 - **Approve/Cancel** - see section **6.4 Approve a CoE**.
 - **Report** - see section **8.1 Add Student Course Variation**.

Records that are actioned are removed from the **Outstanding CoEs** list.

3.3 Visa Action Tab

The Department of Home Affairs sends daily updates to PRISMS of any student visa status changes. Some cause CoE status changes that may be of interest to providers and require further action. Any visa updates for your provider that may need action are displayed on the **Visa Actions** tab.

Alerts (0)	Outstanding CoEs (1)	Visa Actions (4)	Welfare Arrangements (0)	Welfare Alerts (0)	Defaulting CoEs (0)																																										
Click on an item in the list to view																																															
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 Export to Excel																																															
Page 1 of 1 (from 5 rows): 1																																															
Select All Deselect All Mark as Read																																															

1. Click on a record to open the **Immigration Visa Action** page for that record.

Immigration Visa Action

Student: [DOE, Test1](#)
 Provider Student Id: 3453456
 Date of Birth: 12/12/1994
 CoE Code: C27F2727
 Course: Master of Financial Management [029316G]
 CoE Status: Studying
 Proposed Start Date: 22/02/2021
 Proposed End Date: 30/11/2021

Actual Start Date: 22/02/2021
 Actual End Date: 31/07/2021

Background
 On the 01/08/2021 a visa ceased message has been received from Department of Home Affairs for the CoE that had the previous status of Studying or Reported On. The message has not changed the status of the CoE.

The student is not able to study without:

- a current student visa; or
- a bridging visa with study rights;

and

- a current CoE;

CoE Event History

Event Date	CoE Status	Event	Variation	Visa End Date	Grant Number	Actual End Date	Event By
01/08/2021	Studying	Visa copy from student visa	Ceased	31/07/2021	0012345712345	31/07/2021	SYSTEM
23/02/2021	Studying	Course Start-Passed					SYSTEM
04/02/2021	Approved	Visa copy from student visa	In Effect	31/07/2021	0012345712345		TEST, Example
04/02/2021	Approved	CoE Updated					TEST, Example

Page 1 of 1 (from 4 rows): **1**

Recommended Course of Action
 Firstly, you should determine if this student is allowed to continue study. You can do this by checking Department of Home Affairs Visa Entitlement Verification Online (VEVO) system.

You may also wish to contact the student and inform them that they must speak with Department of Home Affairs and determine their options.

Action Taken
 These comments will be shown in the printable version of this page. They will not be stored.

[Print](#) [Mark as Read](#)

2. Check the details and follow the **Recommended Course of Action**.
 - Enter the comments in the **Action Taken** field, and click the **Print** button, or
 - Click the **Mark as Read** button to remove the item from the Visa Actions list without recording actions taken.

3.4 Welfare Arrangements tab

This tab displays the number of Welfare Arrangements.

Alerts (0)	Outstanding CoEs (1)	Visa Actions (0)	Welfare Arrangements (1)	Welfare Alerts (0)	Defaulting CoEs (0)
------------	----------------------	------------------	--------------------------	--------------------	---------------------

1 Welfare Arrangement (current or future) has been found at Sample College 1 [12345A]
A full listing of students with current or future welfare arrangements is available on the [Welfare Arrangements Export](#).

Details on all the current and future Welfare Arrangements for the provider can be exported to a spreadsheet if required by clicking on the **Welfare Arrangements Export** link in the message.

1. Click the **Welfare Arrangements Exports** link to export the Welfare Arrangement details. For information about exports and reports see section **10 Exports and Reports**.

3.5 Welfare Alerts tab

This tab displays Welfare Arrangements clashes, where Welfare Arrangements for a CoE clash with a CoE from another provider.

Alerts (0)	Outstanding CoEs (3)	Visa Actions (0)	Welfare Arrangements (0)	Welfare Alerts (4)	Defaulting CoEs (0)
------------	----------------------	------------------	--------------------------	--------------------	---------------------

The CoEs below have Welfare Arrangements with another provider that overlap with this provider. Click on an item in the list to view or edit the Welfare Arrangements:

Alert Type	Description	Date
<input type="checkbox"/> Welfare Arrangements Clash	Welfare arrangements [CoE Code: A11AAA12] for DOE, Test1 clash with a CoE from another provider	18/10/2012
<input type="checkbox"/> Welfare Arrangements Clash	Welfare arrangements [CoE Code: A11BBB99] for DOE, Test2 clash with a CoE from another provider	07/12/2012
<input type="checkbox"/> Welfare Arrangements Clash	Welfare arrangements [CoE Code: A11CCC12] for DOE, Test3 clash with a CoE from another provider	07/12/2012
<input type="checkbox"/> Welfare Arrangements Clash	Welfare arrangements [CoE Code: B11ABA34] for DOE, Test4 clash with a CoE from another provider	03/02/2019

[Select All](#) [Deselect All](#) [Mark as Read](#)

1. Click the row to display/edit the CoE and check the Welfare Start and End Dates and take whatever action is needed. See section **7 Manage Welfare Arrangements**.
2. Later use **Mark as Read** link to remove alerts that have been actioned.



- When a CoE is cancelled the welfare arrangement is not cancelled. The welfare arrangement can only be cancelled when the new provider has recorded a new Welfare arrangement for the student in PRISMS.
- Alerts remain displayed on this tab until the checkbox is clicked and **Mark as Read** is clicked.

3.6 Defaulting CoEs tab

This tab lists defaulting CoEs that still require action. See section **6 Confirmation of Enrolment (CoE)**

CoE Code	Student Name	Date Of Birth	State	Status	Date Of Default	Type Of Default	Discharge Obligation Period (days remaining)	Reporting Of Default Outcome (days remaining)
A12AB234	DOE, Test1	01/01/1999	NSW	Sent to TPS	26/02/2019	Student (with Visa refused)		
A98AB765	DOE, Test	02/02/1998	NSW	Sent to TPS	25/05/2020	Provider		

1. Click on the row to view the Provider/Student Default for the CoE.
2. The **Provider/Student Default** page is displayed.

Provider/Student Default

Amendments to the ESOS Act
Following recent legislative amendments to the ESOS Act, changes have been made to some PRISMS reporting processes.

Removal of student default reporting:

- * Please note providers are no longer required to notify of a student default occurring. Section 47C of the ESOS Act has been repealed.

Note: If you have previously commenced a student default report under the old requirements and it is not complete, you are still able to access the report if you wish to finalise it for your own records.

Reporting the outcome of student default - discharge of obligations (section 47H of the ESOS Act)

- * Providers are still required to notify of an outcome of discharge of obligations for a student default in two circumstances:
 1. if the student default is due to visa refusal, or
 2. if there is no compliant written agreement that meets the requirements of section 47B of the ESOS Act.

These reports must be done within 7 days after the end of the provider obligation period, as per the current requirements. The ESOS Act under subsection 47E(3) defines the provider obligation period as 4 weeks after the default day. As such providers have 4 weeks + 7 days to report the outcome.

Note: If you have previously commenced reporting the outcome of an obligation under the old requirements (for circumstances other than visa refusal and no compliant written agreement) you are still able to access the report if you wish to finalise it for your own records.

Review Student Details

Student CoE:	A12AB234
CoE status:	Cancelled
Title:	Mr
Name:	DOE, Test1
Date of birth:	25/07/1999
Passport number:	
Course:	Bachelor of Advanced Computing [093855E]
Prepaid Fee:	23,250.00

Record Default Details

Default type: Student (with Visa refused) Default Type Help
Default date: 26/02/2019 Date of Default Help

Record Outcome

What was the outcome? I did not meet my obligations Reason Others
Comments: We are still waiting on documentation.

Save & Confirm

3. Review the student details and the default details.
4. Record the outcome by selecting from the drop-down lists and adding relevant comments.
5. Click the **Save and Confirm** button.

4 Provider Administration

This section is used to display provider details, contacts, fees and charges and users. Some details can be updated, and users can be deactivated or have their password reset. This function is available for accounts with CoE Administrator, CoE Create, CoE Agent access, or IDP User access registered with more than one provider.

4.1 Select Provider

Most users are registered to only one provider. If you are registered with more than one provider (multiple provider access) then you can choose which provider to work with.

1. Select from the left-hand menu: **Provider > Select Provider**.



The **Select Provider** page is displayed, showing all your providers.

Select Provider				
You are currently associated with 4 providers. Please select the provider that you wish to work with from the list below. Your currently selected provider is always shown at the top right of the page, next to your name.				
Organisation Name ▾	Trading Name	Registered State	CRICOS Code	Status
Sample College 1	Sample College 1 Pty Ltd	NSW	12345A	Registered
Sample College 2	Sample College 2 Pty Ltd	SA	12345B	Registered
Example College 1	Example Business College 1	NSW	54321A	Registered
Example College 2	Example Business College 2	QLD	54321B	Registered

Page 1 of 1 (from 4 rows): 1

2. Click the row to select the provider.

The **Home** page is displayed. See section **3 Home Page – Warnings, News and Alerts**.

NOTE: The selected provider is used for all subsequent menu options.

4.2 My Organisation details

This function is used to view the organisation details (for example, organisation name and organisation type), provider information (for example, CRICOS Code and registration status), and fees and charges.

4.2.1 View Organisation Details

- Select from the left-hand menu: **My Organisation > Details.**



The **Organisation Details** tab is displayed.

Organisation Details		
<p>The following shows the information maintained in PRISMS for your organisation. Please contact your state CRICOS Administrator to have any of these details changed. For contact details visit cricos.education.gov.au</p> <p>Organisation Details Provider Information Fees & Charges</p>		
<p>Organisation Name: Sample College 1 Pty Ltd</p> <p>Trading Name: Sample International Colleges 1</p> <p>Organisation Type: Education Provider</p> <p>Registered State: New South Wales</p> <p>ABN: 12345678901 ABN Lookup</p> <p>ACN: 123456789</p> <p>Is Government: No</p> <p>Provider has Course with Payment in Arrears? No</p> <p>Responsible Regulator/Designated Authority: ASQA (Including ELICOS)</p> <p>For courses with sector OTHERS, go to individual courses to view its regulator</p> <p>Comments:</p> <p>Phone: 02 987654321</p> <p>After Hours Phone:</p> <p>Mobile Phone:</p> <p>Fax: 02 987654333</p> <p>Website URL: www.sample.edu.au</p> <p>Email Address: admin@sample.edu.au</p> <p>Company Address: 1 Sample Street, SYDNEY , NSW, 2001, Australia</p> <p>Postal Address: 1 Sample Street, SYDNEY , NSW, 2001, Australia</p> <p>Physical Address: 1 Sample Street, SYDNEY , NSW, 2001, Australia</p>		



The image above indicates where the information can be updated:

PRISMS

ESOS agencies (TEQSA/ASQA and/or Designated State Authority)

4.2.2 View Provider Information

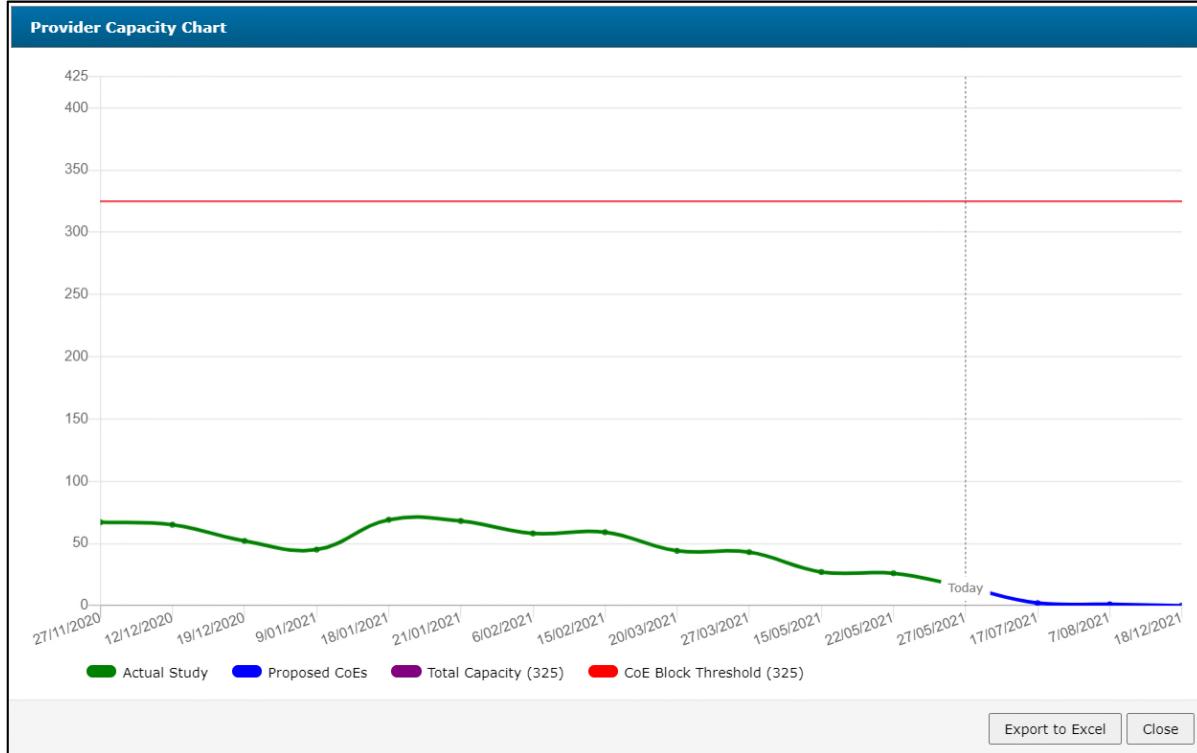
The **Provider Information** tab is available for accounts with CoE Administrator, CoE Create or Reporting Only access.

All information on the Provider Information tab is updated by the designated authorities (TEQSA/ASQA and/or Designated State Authority).

1. Select the **Provider Information** tab to view Provider status, registration, and capacity information.

Organisation Details	Provider Information	Fees & Charges
	<p>CRICOS Provider Code: 99999A</p> <p>Provider Status: Registered</p> <p>Date Status Change Occurred: 16/12/2010</p> <p>Status Change Reason: First Registered</p> <p>Department of Education, Skills and Employment Imposed Conditions:</p> <p>ESOS Act S.83:</p> <p>Registered From: 16/12/2010</p> <p>Registered Until: 08/11/2019</p> <p>Is in receipt of recurrent funding: No</p> <p>Is University: No</p> <p>Is Self Accrediting: No</p> <p>Provider Breaches:</p> <p>Complies with National Code: Yes</p> <p>Provider Fit and Proper: Yes</p> <p>Comments: Re-registration approved and expiry date amended to 8.11.14 to align with RTO expiry date.</p> <p>Total capacity across all provider locations: 325</p> <p>Total Number of Studying CoEs at provider: 15</p> <p>Percentage of Studying CoEs against total capacity: 4.6 View Capacity Chart</p> <p>National Code - Monitoring Attendance</p> <p>Was the provider monitoring attendance in VET courses prior to 01/01/2018? Yes</p> <p>Is the provider required to monitor attendance in VET courses? No</p>	

2. Users can optionally click the ***View Capacity Chart*** link to display the Percentage of Studying CoEs against total capacity over time. Users can also export this data to an excel file by clicking on the **Export to Excel** button.



4.2.3 View Fees and Charges

This tab displays information on the CRICOS registration charges and payment details for a provider. This includes the CRICOS Annual Registration Charge (CARC), Schools Initial Registration Charge, Schools Renewal Registration Charge, and the Tuition Protection Service (TPS) levies.

The **Fees & Charges** tab is available for accounts with CoE Administrator or CoE Create access.

1. Select the **Fees & Charges** tab.

Organisation Details	Provider Information	Fees & Charges
<div style="border: 1px solid #ccc; padding: 10px;"> <p>! Accurate enrolment and course by location data in PRISMS is essential for an accurate CARC calculation. For full information see https://www.dese.gov.au/esos-framework/fees-and-charges.</p> </div>		

4.3 My Organisation Contacts

This function allows user with CoE Administrator access to view and maintain the contact details for their current organisation.



Not all contacts become PRISMS users nor are they PRISMS users by default. For example, a PEO is not necessarily a PRISMS user. All staff regardless of their function type or job position must self-register online if they require access to PRISMS.

Accurate PEO contact details are required to receive correspondence and Invoices. PEO details are updated by the relevant regulator (ASQA, TEQSA and Designated State Authority).

1. Select from the left-hand menu: **My Organisation > Contacts**.

2. The organisation contact details are displayed.

Organisation Contacts

Use this page to view and maintain the contact details for your current organisation: **Sample International Colleges Pty Ltd**

Contacts

Select a contact from the list below to view / edit their details.

Name	Type	Job Position	Locality
DOE, test1	eBusiness Contact		SYDNEY
DOE, Test2	International Student Contact	Principal Executive Officer	SYDNEY
SMITH, Test3	Principal Executive Officer	Principal Executive Officer	SYDNEY

[Export to Excel](#)

Page 1 of 1 (from 3 rows): **1**

[Manage RSD Contacts](#) [Add other contact](#)

3. Optionally click on the column heading **Name** to display the list in the alphabetical order.

4. Click on the name in the list to display the details.

The personal details of the selected contact are displayed.

Organisation Contacts

Use this page to view and maintain the contact details for your current organisation: Sample College 1

Contact Details

Organisation:

* Contact Type: Principal Executive Officer

* Title: Ms

* First Name: Test3

Second Name:

* Family Name: Smith

Postnominals:

Job Position: Principal Executive Officer

* Phone: 0299999999

After Hours Phone:

Mobile Phone:

Fax:

Website URL:

* Email Address: T3.smith@sample.edu.au

Postal Address

Address: 1 Sample Street

Suburb/City: SYDNEY

Country: Australia

State/Territory: NSW

Postcode: 2001

Comments

Save Contact **Delete contact**



Accounts with CoE Administrator access can change or delete the contact details (changes have status pending until approved by PEO).

4.3.1 Manage Organisation Registration Signatory Delegate (RSD) Contacts

This function allows users with CoE Administrator access to manage RSD contact details for their current organisation.

- Select from the left-hand menu: **My Organisation > Contacts** and then click the **Manage RSD Contacts** button.

The screenshot shows the 'Organisation Contacts' page. On the left, there's a sidebar with 'My Organisation' and 'Details' and 'Contacts' tabs. The 'Contacts' tab is selected. The main area has a heading 'Organisation Contacts' and a sub-instruction 'Use this page to view and maintain the contact details for your current organisation: Sample College 1'. Below this is a table with one row showing 'DOE, TEST2' as an 'eBusiness Contact' located in 'PARRAMATTA'. At the bottom, it says 'Page 1 of 1 (from 3 rows): 1' and has 'Manage RSD Contacts' and 'Add other contact' buttons. The 'Manage RSD Contacts' button is highlighted with a red box.

The **RSD Contacts** tab is displayed.

The screenshot shows the 'Organisation RSD Contacts' page. The top bar includes 'Organisation RSD Contacts', a search field, and 'RSD Process Help'. The main area has a 'RSD Contacts' tab selected. It displays a contact named 'SMITH, Test1'. The 'Current' tab is active, showing fields for 'Contact Type' (set to 'Principal Executive Officer'), 'First Name' ('Test1'), 'Family Name' ('Smith'), 'Job Position' ('Principal Executive Officer'), 'Phone' ('0412345678'), and 'Email address' ('T1.smith@sample.edu.au'). There's also a 'Comments' text area and an 'Edit' button. The 'Pending' tab is visible but empty. At the bottom are buttons for 'Add New RSD', 'Submit for Approval', 'Back to Contacts', and 'Reset'.

When adding a new RSD, these fields are mandatory: Contact Type, Name, Job Position, Phone and Email Address.



Accounts with CoE Administrator access can add an RSD or change the RSD details (changes have status pending until approved by PEO).

	<ul style="list-style-type: none"> PEO details are updated by the relevant regulator (ASQA, TEQSA, and Designated State Authority). The PEO can opt-out of being an RSD (click the checkbox <i>Exclude PEO from Registration Email</i>) only if other PEOs or RSDs exist at the Organisation. RSDs must never have generic email addresses that are accessed by others. Pending changes must be approved within 14 days or the approval link expires, and the change must be re-done and re-submitted for approval. A CoE Administrator may edit pending changes.
---	---

4.3.2 Contact type: Principal Executive Officer (PEO)

The PEO contact details are displayed for the provider on the CRICOS website. The PEO receives e-mails for correspondence and the CRICOS Annual Registration Charge (CARC). Additionally, the PEO is an RSD, unless they opt out via the checkbox ***Exclude PEO from Registration Email*** (where other RSDs or PEOs exist).

PEO details are managed by designated authorities (TEQSA/ASQA and/or Designated State Authority). If changes are required, then contact your relevant authority.

At the initial stage of registration, the PEO is the only RSD. Once users are registered under the PEO's authorisation, the PEO can then set them to Type = Registration Signatory Delegate.

4.3.3 Contact type: Registration Signatory Delegate (RSD)

The RSD is responsible for approving new users' PRISMS access requests and existing users' requests for additional access. It is recommended that at least one RSD is added per provider in addition to the PEO, to allow new users to be approved if the PEO is away or leaves.

4.3.4 Contact type: International Student Contact (ISC)

This contact will get enquiries from students about the courses offered by the provider because their contact details appear on the CRICOS website. Only one ISC can be created for a provider.

Registered providers automatically have their provider and course details displayed on the CRICOS website.

4.3.5 Contact type: e-business contact

This is an additional contact to the PEO to receive e-mails for the CRICOS Annual Registration Charge (CARC) and any other e-Business requirements. These contacts do not have any access rights to PRISMS data and do not appear on the CRICOS website - they only exist to receive e-Business e-mails. As many contacts of this type can be created as required by each education provider registered on CRICOS.

4.4 My Organisation Users

	A CoE Administrator or IDP User can deactivate a user or reset a password, all other users can only view.
	The CoE Administrator must regularly review the list of users to ensure that only current, authorised employees have access to PRISMS.

1. Select from the left-hand menu: **My Organisation > Users**.



2. The *Organisation Users* page is displayed.

Organisation Users																																		
<p>The following shows the list of PRISMS system users for your organisation. To request access for a new user, use the Register option in the top menu. Each user may modify their own details using the Change My Details option in the top menu. Contact the PRISMS Help Desk to request a change to your access rights.</p> <table border="1"> <tr> <td>User Details</td> <td>User Organisation Tree</td> </tr> <tr> <td colspan="2"> <p>Organisation Users</p> <table border="1"> <thead> <tr> <th>Name</th> <th>Organisation ▾</th> <th>Role</th> <th>Status</th> <th>Last login</th> </tr> </thead> <tbody> <tr> <td>DOE, test1</td> <td>Sample College 1</td> <td>CoE Administrator</td> <td>Active</td> <td>13/05/2021</td> </tr> <tr> <td>DOE, Test2</td> <td>Sample College 1</td> <td>CoE Create</td> <td>Active</td> <td>04/04/2019</td> </tr> <tr> <td>SMITH, Test3</td> <td>Sample Agent 2</td> <td>CoE Agent</td> <td>Active</td> <td>03/04/2019</td> </tr> <tr> <td>SMITH, Test4</td> <td>Sample Agent 2</td> <td>CoE Agent</td> <td>Active</td> <td></td> </tr> </tbody> </table> <p> Export to Excel</p> <p>Page 1 of 1 (from 4 rows): 1</p> <p>Showing all current PRISMS users</p> </td> </tr> </table>						User Details	User Organisation Tree	<p>Organisation Users</p> <table border="1"> <thead> <tr> <th>Name</th> <th>Organisation ▾</th> <th>Role</th> <th>Status</th> <th>Last login</th> </tr> </thead> <tbody> <tr> <td>DOE, test1</td> <td>Sample College 1</td> <td>CoE Administrator</td> <td>Active</td> <td>13/05/2021</td> </tr> <tr> <td>DOE, Test2</td> <td>Sample College 1</td> <td>CoE Create</td> <td>Active</td> <td>04/04/2019</td> </tr> <tr> <td>SMITH, Test3</td> <td>Sample Agent 2</td> <td>CoE Agent</td> <td>Active</td> <td>03/04/2019</td> </tr> <tr> <td>SMITH, Test4</td> <td>Sample Agent 2</td> <td>CoE Agent</td> <td>Active</td> <td></td> </tr> </tbody> </table> <p> Export to Excel</p> <p>Page 1 of 1 (from 4 rows): 1</p> <p>Showing all current PRISMS users</p>		Name	Organisation ▾	Role	Status	Last login	DOE, test1	Sample College 1	CoE Administrator	Active	13/05/2021	DOE, Test2	Sample College 1	CoE Create	Active	04/04/2019	SMITH, Test3	Sample Agent 2	CoE Agent	Active	03/04/2019	SMITH, Test4	Sample Agent 2	CoE Agent	Active	
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SMITH, Test4	Sample Agent 2	CoE Agent	Active																															

Please note, this page will display all PRISMS users for the provider.

NOTE: You can request changes to your access rights yourself. See section **2.5 Change my details**.

3. Click on a user to view or edit their details.

The screenshot shows a 'User Details' section with the following information:

- Email Address: T1doe@samplecollege1.edu.au
- First Name: Test1
- Family Name: DOE
- Phone: 0412345678

To the right, under 'User Options', there are two links:

- » Deactivate User**: This will deactivate the user's account, and they will no longer be able to logon to PRISMS for your provider. You will have the option to specify a date for when deactivation should occur.
- » Reset password**: The user will be sent an email containing instructions for changing their password.

Deactivate User function allows users with CoE Administrator, or IDP User access to deactivate the PRISMS account of an existing user. See section **4.4.1 Deactivate user**.

Reset Password function allows users with CoE Administrator, CoE Create or IDP User access to reset the password on behalf of their colleague registered on PRISMS. See section **4.4.2 Reset password**.

4. Click on the **User Organisation Tree** tab to display the tree view.

The screenshot shows the 'User Organisation Tree' tab with the following interface elements:

- A header bar with tabs: 'User Details' (selected) and 'User Organisation Tree'.
- A message: "Click on a Organisation or User from the list below to View or Edit the item."
- A list of users organized into groups:
 - Sample College 1 [99999A]**
 - DOE, test1 T1doe@samplecollege1.edu.au CoE Administrator Active
 - DOE, Test2 T2doe@samplecollege1.edu.au CoE Create Active
 - Agent – Agent Sample 2 [99999B]**
 - SMITH, Test5 T3smith@sampleagent2.edu.au CoE Agent Active
 - SMITH, Test6 T4smith@sampleagent2.edu.au CoE Agent Active

5. Click on a user to view the user details.

4.4.1 Deactivate user

This function is only available for accounts with CoE Administrator and IDP User access.

1. Select from the left-hand menu: **My Organisation > Users**.



2. The organisation users are displayed.
3. Click on a user to view or user details.

A screenshot of a user detail page titled 'View User SMITH, Test4'. On the left, there is a 'User Details' section containing the following information:

- Email Address: T1doe@samplecollege1.edu.au
- First Name: Test1
- Family Name: DOE
- Phone: 0412345678

On the right, there is a 'User Options' section with two buttons:

- » Deactivate User** (This button is highlighted with a red box.)
- » Reset password**

The 'Deactivate User' button has a tooltip: 'This will deactivate the user's account and they will no longer be able to logon to PRISMS for your provider. You will have the option to specify a date for when deactivation should occur.'

4. Select **Deactivate User**: use this button when a person no longer requires PRISMS access, for example, they leave the organisation or move to a different position.

The **Deactivate User** page is displayed.

The screenshot shows the 'Deactivate User' page. At the top, there is a header bar with the title 'Deactivate User'. Below the header, a message states: 'Deactivating this user will prevent them from logging on to PRISMS.' Underneath this message, the user's details are listed: 'User: T1doe@samplecollege1.edu.au', 'Email: Test1 DOE', and 'Access: CoE Administrator'. A question follows: 'When do you want this user's account to be deactivated?'. Two options are provided: 'Now' (radio button selected) and 'On [27/05/2021]' (radio button not selected). Below this, a text area is labeled 'Please provide appropriate comments below.' At the bottom right, there are two buttons: 'Save' and 'Cancel'.

5. Select a deactivation date and add comments if required.
6. Click the **Save** button to save the details.

4.4.2 Reset password

This function is only available for accounts with CoE Administrator, CoE Create and IDP User access.

1. Select from the left-hand menu: **My Organisation > Users**.



2. Click on a user to view or user details.
3. Select **Reset password**: reset a colleague's password.

The **Reset User's Password** page is displayed.

You're about to reset the password for the Logon ID
(T1doe@samplecollege1.edu.au)

User: Test1 DOE
Email: T1doe@samplecollege1.edu.au
Access: CoE Administrator

The user will receive an email containing instructions explaining how to change their password.

4. The **Reset** button must be clicked to confirm the password reset is required.

4.5 Locations

This function is available for accounts with CoE Administrator, CoE Create, CoE Agent and IDP User access. It allows users to view the locations of the provider.

Users with CoE Administrator or CoE Create access can select a location and transfer CoEs from other locations to the selected location.

1. Select from the left-hand menu: Provider > Locations



The Locations are displayed.

Provider Locations

Use this page to view the location details for [Sample College 1 \[12345A\]](#). Location information is managed by state authorities.

Locations								
Select a location from the list below to view the details:								
Location Name	Provider Code	Location Type	Is Main	Capacity	Studying CoEs	% of Capacity	Courses	State
10 College Rd, Sampletown	12345A	Location owned and operated by provider	100	0	0	10	NSW	Capacity Chart
100 Education St, Exampletown	12345A	Location owned and operated by provider	1000	242	24.2	28	NSW	Capacity Chart
1 Smart Ave, New Town	12345A	Location owned and operated by provider	80	9	11.3	27	ACT	Capacity Chart
1/200 Study St, Collegeville	12345A	Location owned and operated by provider	150	149	99.3	28	NSW	Capacity Chart

[Export to Excel](#)

Page 1 of 1 (from 4 rows): 1

Capacity

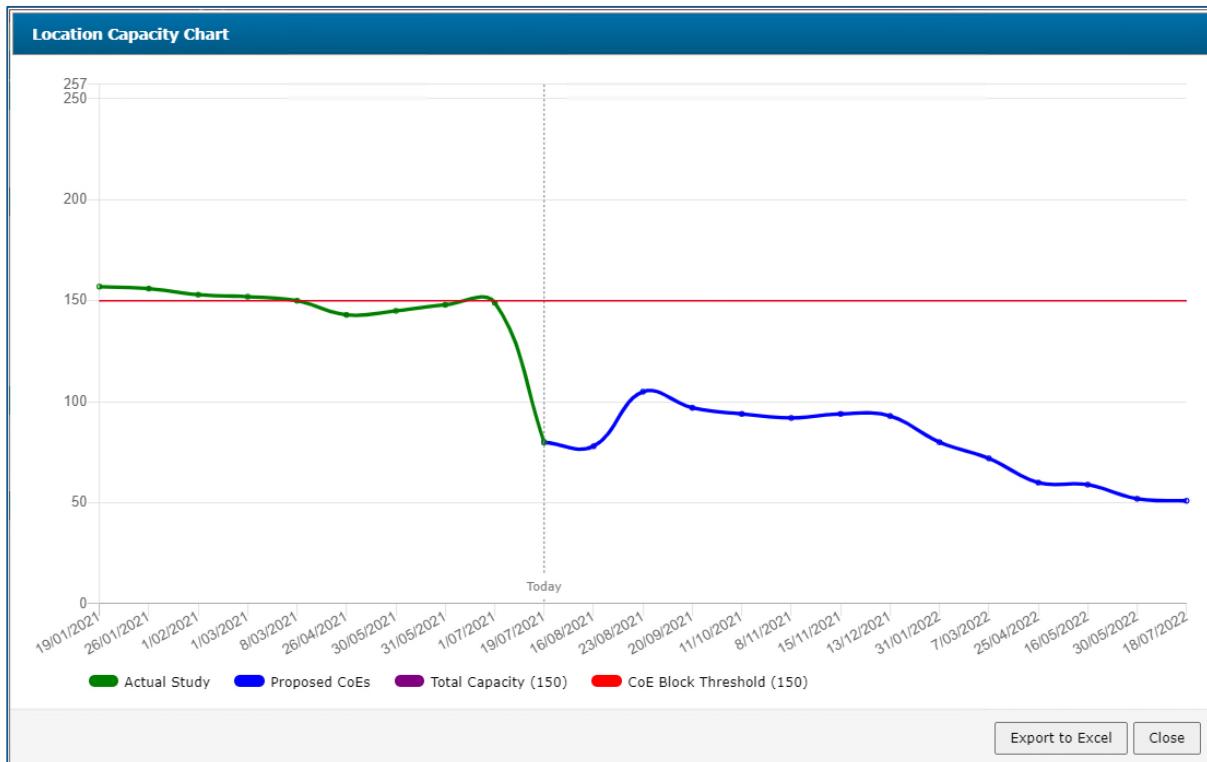
Total capacity across all provider locations: 1330

Total Number of Studying CoEs at provider: 400

Percentage of Studying CoEs against total capacity: 30.1%

[View Capacity Chart](#)

2. You can click the Capacity Chart link to view the chart for the respective location.



- Click the location entry in the list to select the location.

The **Location Details** tab is displayed.

Locations	Location Details	Set CoE Location
Location Name: Trading Name: Sample College 1 Pty Ltd Location Type: Location owned and operated by provider Is Main Location: No Student Capacity: 1000 Courses: 28 Contact Details: Phone 0298765432 email admin@scollege1.edu.aucom Business Address: 100 Education St, Examplletown Postal Address: PO Box 100, Examplletown, NSW, 2000		

- Select the **Set CoE Location** tab.

Locations	Location Details	Set CoE Location
Location Name: 100 Education St, Examplletown State: NSW Update CoE Location		

- Click the **Update CoE Location** button.

The **Select CoEs to set to the current location** page is displayed (with no records found).

Select CoEs to set to the current location		
Provider: Sample College 1 Pty Ltd Location: 100 Education St, Examplletown State: NSW <input checked="" type="checkbox"/> Show CoEs assigned to other locations		
<input type="checkbox"/>	CoE	Student Name
No records found		
Update selected CoEs Close		

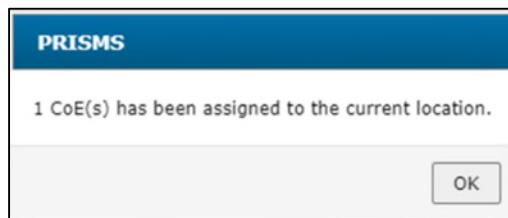
- Show CoEs assigned to other locations:** Click the checkbox.

The CoEs assigned to the locations are displayed.

CoE	Student Name	DOB
A11AAA12	DOE, Test1	16/07/1998
A11BBB99	DOE, Test2	25/01/1999
A11CCC12	DOE, Test3	28/10/1998
B11ABA34	DOE, Test4	08/02/1998

7. Click individual checkboxes or click **CoE** checkbox to select all CoEs.
8. Click the **Update selected CoEs** button.

A PRISMS message displays the number of CoEs that have been assigned to the current location.

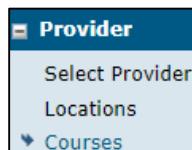


9. Select the **OK** button
10. Select the **Close** button.

4.6 Courses

This function is available for accounts with CoE Administrator, CoE Create, CoE Agent and IDP User access. It allows users to view the courses that are available from the provider.

1. Select from the left-hand menu: **Provider > Courses**.



2. The search criteria are displayed.

Provider Courses

Use this page to view course details for [Sample College1 \[12345A\]](#). Course information is managed by state authorities.

Search Criteria

CRICOS Course Code:	<input type="text"/>	Course Search Help	
VET National Code:	<input type="text"/>		
You only need to specify one of the above criteria in order to perform a search (these will override any criteria specified below).			
Course Name:	<input type="text"/>		
Location:	<input type="text"/>		
Course Level:	<input type="text"/>		
Field of Education			
Broad Field:	<input type="text"/>		
Narrow Field:	<input type="text"/>		
Detailed Field:	<input type="text"/>		
Status:	<input checked="" type="checkbox"/> Registered	<input type="checkbox"/> Cancelled	<input type="checkbox"/> Suspended
Limit To Only:	<input type="checkbox"/> Foundation Studies	<input type="checkbox"/> Work Component	
Created After:	<input type="text"/> dd/mm/yyyy	<input type="button" value=""/>	
Updated After:	<input type="text"/> dd/mm/yyyy	<input type="button" value=""/>	
Search Reset			

3. Enter your search criteria and click on the **Search** button.

	<p>Course/Locations search criteria</p> <ul style="list-style-type: none"> a. Enter the exact CRICOS course code and click on the Search button. If your <i>course code does not exist</i>, try option (b) or (c). b. Leave all fields blank, and select the Search button (This will display all courses registered under the provider code), or c. Enter the course information via the State/Location, or the Broad, Narrow, or Detailed fields of Field of Education, or the Course Level field and then click on the Search button. <p>NOTE: that if your course has been listed on CRICOS under a different Field of Education or Course Level, then you will receive a message stating that you <i>do not have any registered courses that meet your search criteria. Please try again.</i></p> <p>NOTE: Please contact your regulator to have the Field of Education of the course updated.</p>
---	--

- A. **If one course was found**, PRISMS will display the **Course Details** tab.
- B. **If multiple courses were found**, PRISMS will display the **Search Results** as a list of all course locations associated to the course (and the search criteria that was used).

Search Criteria		Search Results																																					
Select a course from the list below to view / edit details:																																							
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>CRICOS Course Code</th> <th>Course Name ▾</th> <th>Course Level</th> <th>Course Sector</th> </tr> </thead> <tbody> <tr><td>088792B</td><td>Advanced Diploma of Business</td><td>Advanced Diploma</td><td>VET</td></tr> <tr><td>088790D</td><td>Certificate III in Business</td><td>Certificate III</td><td>VET</td></tr> <tr><td>092545E</td><td>Certificate III in Horticulture</td><td>Certificate III</td><td>VET</td></tr> <tr><td>094630C</td><td>Certificate IV in Horticulture</td><td>Certificate IV</td><td>VET</td></tr> <tr><td>094629G</td><td>Diploma of Agribusiness Management</td><td>Diploma</td><td>VET</td></tr> <tr><td>092593G</td><td>Diploma of Horticulture</td><td>Diploma</td><td>VET</td></tr> <tr><td>088791C</td><td>Diploma of Leadership and Management</td><td>Diploma</td><td>VET</td></tr> <tr><td>098793G</td><td>Diploma of Leadership and Management</td><td>Diploma</td><td>VET</td></tr> </tbody> </table>				CRICOS Course Code	Course Name ▾	Course Level	Course Sector	088792B	Advanced Diploma of Business	Advanced Diploma	VET	088790D	Certificate III in Business	Certificate III	VET	092545E	Certificate III in Horticulture	Certificate III	VET	094630C	Certificate IV in Horticulture	Certificate IV	VET	094629G	Diploma of Agribusiness Management	Diploma	VET	092593G	Diploma of Horticulture	Diploma	VET	088791C	Diploma of Leadership and Management	Diploma	VET	098793G	Diploma of Leadership and Management	Diploma	VET
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 Export to Excel																																							
Page 1 of 1 (from 8 rows): 1																																							
Showing all active courses with location '6894'; course status 'REGISTERED'																																							

4. Click the entry in the list to select the location and then the **Course Details** tab is displayed.

The **Course Details** are displayed

Search Criteria	Search Results	Course [092593G]
<p>This course supersedes Diploma in Horticulture [077964M].</p> <p>CRICOS Course Code: 092593G Provider: Sample College1 [12345A] Course Name: Diploma of Horticulture Course Status: Registered</p> <p>Course Location(s): 15 Sample St Sampletown [12345A] - Location owned and operated by provider Sample Campus 2 Sampletown[12345A] - Location owned and operated by provider</p> <p>VET National Code: AHC50416 Course Level: Diploma Course Sector: VET</p> <p>Responsible Regulator/Designated Authority: ASQA</p> <p> Dual Qualification Course?: No</p> <p>Field Of Education</p> <p>1st Qualification</p> <ul style="list-style-type: none"> Broad Field: 05 - Agriculture, Environmental and Related Studies Narrow Field: 0503 - Horticulture and Viticulture Detailed Field: 050301 - Horticulture <p>Payment in Arrears:</p> <p>Registered From: 28/07/2016 Approved Until: 08/11/2019</p> <p> <input type="checkbox"/> Stop CoE Creation (course expired)</p> <p>Course Language: English Duration in Weeks: 26</p> <p>Estimated Tuition Fee (\$AU): Estimated Non-Tuition Fee (\$AU): Estimated Total Course Cost (\$AU): 6,000</p> <p>Foundation Studies: No Work Component: No</p> <p>Comments: 26 Weeks in total - 20 Teaching, 6 Holiday</p> <p>Created: 28/07/2016 10:40 AM by DOE, Test12 Updated: 28/07/2016 10:40 AM by DOE, Test12</p>		

NOTE: Designated Authorities are responsible for maintaining course records. If you wish to add, delete, or update any of the course records for your organisation you will need to contact your relevant authority.

5 Agents/Agencies

This section describes managing agencies and agents.

Section 21 A of the ESOS Act outlines the obligations relating to agents of registered providers. A registered provider must maintain a list of all the provider's agents. Standard 4 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (National Code) requires all registered providers to maintain a list of their education agent's details in PRISMS for each agent they use and have a written agreement with.

The **Manage Agent** function in PRISMS allows providers to meet this requirement.

5.1 What is an agent or an agency?

- An **agent** is an individual/person who facilitates an enrolment.
- An **agency** is the business/entity which the agent works for.

To record the agent involvement in an enrolment, you must first create your own list of agents in PRISMS.



- 1. PRISMS User Agent:** these users are individuals/organisations registered with PRISMS to recruit international students on behalf of Australian Education Providers. Agent users have restricted access to PRISMS.
- 2. PRISMS IDP User:** these users are IDP Education network registered with PRISMS to recruit international students on behalf of Australian Education Providers. IDP users have restricted access to PRISMS.
- 3. MARA Registered Agent:** these users are registered with the Office of the Migration Agents Registration Authority (Office of the MARA). Registered agents maintain appropriate knowledge to enable them to provide accurate advice to consumers. The Department of Home Affairs recommends using an agent registered with the Office of the MARA. When this is not possible, the Department of Home Affairs recommends using an agent that is accredited in their country.
- 4. Overseas Education Agent:** these users are unregistered agents outside of Australia engaged to lodge a visa application with the Department of Home Affairs on behalf of the student/client. They are given an identifying number for Department of Home Affairs' administrative purposes which does not give priority nor confer privilege on the agent.

5.2 Manage Agents

This function is available for accounts with CoE Administrator or CoE Create access, and allows providers to search, add, delete, and maintain a list of agents on their **Provider Agent List**.

1. Select from the left-hand menu: **Agents > Manage Agent**.



The **Provider Agent List** is displayed

Provider Agent List										
Use this page to manage the agents of Sample College 1										
<input type="button" value="Provider Agents"/> <input type="button" value="Search Full List"/>										
Given Name	Family Name	Agent Email Address	Provider Entered Business Name	Agency Name	Country	State	City/Suburb	MARA Agent Id	Agent Type	
<input type="checkbox"/> Test1	Doe	T1doe@samplecollege1.edu.au	College1	Agent1	Australia	NSW	Sydney	Null	PRISMS user agent	
<input type="checkbox"/> Test2	Doe	T2doe@samplecollege1.edu.au	College1	Agent1	Australia	NSW	Sydney		Provider created agent	
<input type="checkbox"/> Test3	Smith	T3smith@samplecollege2.edu.au	College2	Agent2	Australia	WA	Perth	123456	Migration agent	
<input type="checkbox"/> Test4	Smith	T4smith@samplecollege2.edu.au	College2	Agent2	Australia	QLD	Cairns		Migration agent	

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This list represents the agents with current written agreements with your organisation.

The agents on this list have either been user added (**Provider created agent**, **Migration agent**, **Overseas education agent**), or automatically added when an Agent User or IDP User is granted access to create CoEs for your organisation (**PRISMS user agent**).

5.2.1 Search for an agent

- Click **Search** to search for the agent record.

The screenshot shows the 'Provider Agents' tab with a search interface. At the top right is a 'Search' button with a magnifying glass icon, which is highlighted with a red box. To its right is a 'Full List' link.

The **Search Agent List** page is displayed.

The screenshot shows the 'Search Agent List' page with several search fields. From top to bottom: 'MARA/Overseas Education Agent Id' (text input), 'Family Name' (text input), 'Given Name' (text input), 'Email Address' (text input), 'Business Name' (text input), 'Agency Name' (text input), 'Country' (dropdown menu), 'State' (text input), and 'Suburb/City' (text input). At the bottom are 'Search' and 'Close' buttons.

- Enter your search criteria and click the **Search** button (a valid **MARA/Overseas Education Id** number will override all other search criteria).

The **Provider Agents** tab is displayed, showing the search results.

The screenshot shows the 'Provider Agents' tab displaying a single search result. The result is for a 'Provider created agent' named 'Test4' with the email 'T4DOE@samplecollege2.edu.au'. The table columns include: Given Name, Family Name, Agent Email Address, Provider Entered Business Name, Agency Name, Country, State, City/Suburb, Agent Id, and Agent Type Id. The 'Agent Email Address' column shows 'T4DOE@samplecollege2.edu.au'. The 'Provider Entered Business Name' column shows 'Agency2 Pty Ltd'. The 'Agency Name' column shows 'Agency2'. The 'Country' column shows 'Australia', 'State' shows 'NSW', and 'City/Suburb' shows 'Sydney'. The 'Agent Id' column shows 'Provider created agent'. At the bottom are buttons for 'Export to Excel', 'Remove selected agents', and 'Add an agent'.

- If an agent is not found** - Try less specific search criteria. If you are sure that the agent does not have an existing record, select the **Add an agent** button (see Section 5.2.3 Add a new agent).
- If a single agent match has been found** - the existing agent details will be displayed. Check the agent details to ensure it is the correct one (see Section 5.3 Manage Agency).
- If multiple agent matches have been found** - a list of all matching records will be displayed. Carefully check the list to identify whether the record you require is listed and if so, select the record. Alternatively, if too many agent records appear you may want to go back to the **Search Agent List** page and refine your search.

5.2.2 Add an existing agent to your list

Provider Agent List

Use this page to manage the agents of

Given Name	Family Name	Agent Email Address	Provider Entered Business Name	Agency Name	Country	State	City/Suburb	MARA Agent Id	Agent Type
<input type="checkbox"/>									
<input type="checkbox"/>									
<input type="checkbox"/>									
<input type="checkbox"/>									

[Search | Full List](#) [Export to Excel](#)

Page 1 of 1: 1

[Remove selected agents](#) [Add an agent](#)

1. Click **Add an agent** button on the **Provider Agent List** page.
2. Enter your search criteria on the PRISMS Agents page to find existing agent record (if any) in the PRISMS database before you create a new record. Click the **Search** button.
3. To add the existing agent to your list, click the checkbox to select the agent(s) and click the **Add selected agents** button.

Agent Search **Agent List**

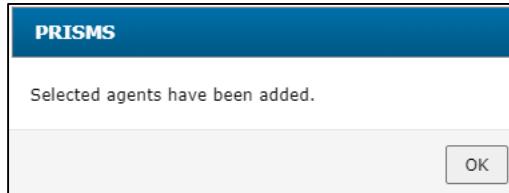
Agents where email address contains: Test4 [Agent List Help](#)

Given Name	Family Name	Business Name	Business Country	Business State	Business Suburb	Business Phone	Email Address
<input checked="" type="checkbox"/> Test4	Smith	Agent2	Australia	QLD	Cairns		T4smith@samplecollege2.edu.au

Page 1 of 1 (from 1 row): 1

[Add selected agents](#) [Add a new agent](#)

PRISMS will display a message to confirm the selected agents have been added.



4. Click the **OK** button. PRISMS will save the agent record(s) to your Agent list and link the agent record(s) to your provider code.

5.2.3 Add a new agent

- After searching and determining that the agent does not exist, click the **Add a new agent** button.

The screenshot shows the 'Agent List' tab selected. A search term 'Test4' has been entered into the search bar. One result is displayed in a table row:

Given Name	Family Name	Business Name	Business Country	Business State	Business Suburb	Business Phone	Email Address
Test4	Smith	Agent2	Australia	QLD	Cairns		T4smith@samplecollege2.edu.au

At the bottom right of the table, there are two buttons: 'Add selected agents' and 'Add a new agent', with 'Add a new agent' being highlighted by a red box.

The **Add a new agent** tab is displayed.

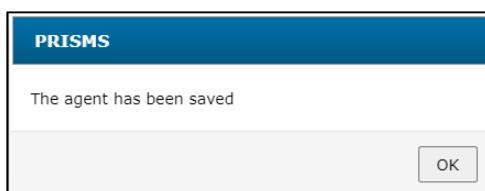
The screenshot shows the 'Add a new agent' form. It includes sections for:

- MARA/Overseas**: Fields for Education (max 7 digit number), Agent Id, and Business Name.
- Business Address**: Fields for Line 1, Line 2, Suburb, Country, State, and Postcode.
- Contact**: Fields for Title, Family Name, Given Name, Other Names, Email Address, and Business Phone/Mobile.
- Postal Address**: Fields for Line 1, Line 2, Suburb, Country, State, and Postcode. There is also a checkbox labeled 'As above'.

At the bottom right is a 'Save' button.

- Enter the mandatory details (indicated with *) and the optional fields if the information is available.
- You can enter the details of the new agent and the agency (business) that the agent works for. State/Locality can be used to further detail the State/locality level of the agency.
- After entering the required data click the **Save** button.

A confirmation message is displayed to confirm the agent details have been saved in PRISMS and linked to the provider.



- Click the **OK** button.

5.2.4 View/Edit Agent details

- Click on the agent record you wish to view/edit on the **Provider Agents** tab.

The screenshot shows a table with columns: Given Name, Family Name, Agent Email Address, Provider Entered Business Name, Agency Name, Country, State, City/Suburb, Agent Type, and MARA Id. The data for the first row is:

Given Name	Family Name	Agent Email Address	Provider Entered Business Name	Agency Name	Country	State	City/Suburb	Agent Type	MARA Id
Test4	DOE	T4DOE@samplecollege2.edu.au	Agency2 Pty Ltd	Agency2	Australia	NSW	Sydney	Provider created agent	

Buttons at the bottom include: Search | Full List, Export to Excel, Remove selected agents, and Add an agent.

PRISMS will display the details of the agent on the **Provider Agent Details** tab.

The screenshot shows the 'Provider Agent Details' tab active. It contains two main sections: 'Agent' and 'Business Address'.

Agent:

- MARA Agent Id:
- First Name:
- * Family Name:
- * Email Address:
- * Business Phone/Mobile:

Business Address:

- Line 1:
- Line 2:
- Suburb:
- Country:
- State:
- Post Code:

Postal Address:

- Line 1:
- Line 2:
- Suburb:
- Country:
- State:
- Post Code:

Save button is located at the bottom right.

You can edit the following Agent data fields – MARA Agent Id, First Name, Family name, Email Address, Business Phone/Mobile.

- After making changes, click the **Save** button.

Other data fields can be edited upon request by the PRISMS Help Desk team at DESE (Prisms@dese.gov.au). Alternatively, you can delete the agent record (see section **5.2.5 Delete agent record**) and create a new record with updated details (see section **5.2.3 Add a new agent**).

5.2.5 Delete agent record

NOTE: To remove PRISMS user agents from your provider agent list, the user must have their access to create CoEs for your organisation removed.

1. Select from the left-hand menu: **Agents > Manage Agent.**

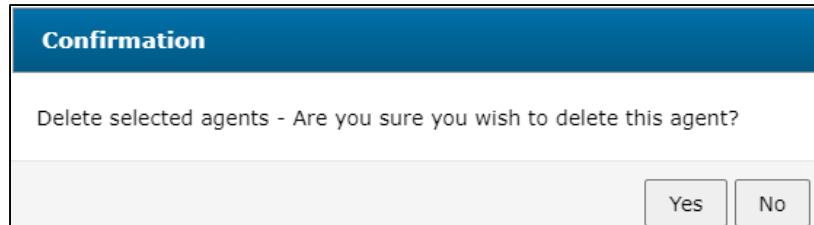


The **Provider Agent List** is displayed.

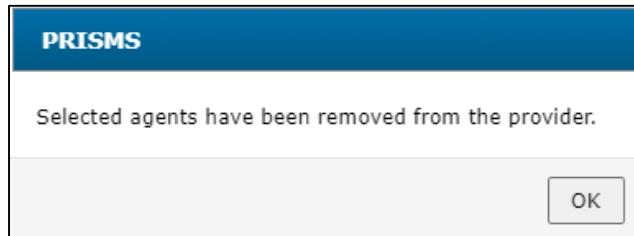
Provider Agent List										
Use this page to manage the agents of Sample College 1										
Provider Agents			Search Full List							
Given Name	Family Name	Agent Email Address	Provider Entered Business Name Agency Name Country State City/Suburb MARA Agent Id Agent Type							
<input type="checkbox"/> Test1	Doe	T1doe@samplecollege1.edu.au	College1	Agent1	Australia	NSW	Sydney	Null	PRISMS user agent	
<input type="checkbox"/> Test2	Doe	T2doe@samplecollege1.edu.au	College1	Agent1	Australia	NSW	Sydney		Provider created agent	
<input type="checkbox"/> Test3	Smith	T3smith@samplecollege2.edu.au	College2	Agent2	Australia	WA	Perth	123456	Migration agent	
<input checked="" type="checkbox"/> Test4	Smith	T4smith@samplecollege2.edu.au	College2	Agent2	Australia	QLD	Cairns		Migration agent	

2. Click the checkbox to select the agent record you wish to delete and click on **Remove selected agents button**

A message is displayed seeking confirmation to delete the agent record.



3. Click **Yes** to delete the agent record.
4. A message is displayed confirming the selected agent record(s) have been successfully removed from the provider.



5. Click the **OK** button.

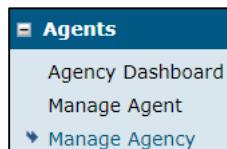
5.3 Manage Agency

This function is available for accounts with CoE Administrator or CoE Create access and allows providers to maintain agency(s) details.

Agency is the business that your agent works for. You can find the list of agencies under **Agents** tab.

Agencies have Agency details and a State/locality and offices. Agents are attached to Agency offices and all details can be displayed and edited via this function.

1. Select from the left-hand menu: **Agents > Manage Agency**.



The Provider Agencies list is displayed.

A screenshot of a table titled 'Provider Agencies'. The table has two columns: 'Agency Name' and 'Web URL'. There are five rows of data:

Agency Name	Web URL
Academic Agent1	https://academicagent1.edu.au/
Academic Agent2	https://academicagent2.edu.au/
Education Agent3	https://educationagent3.edu.au/
Education Agent4	https://educationagent4.edu.au/
Overseas Education5	https://oseaseducation5.edu.au/

At the top right of the table are links for 'Agency Search Help', 'Search | Full List', and 'Export to Excel'. At the bottom left is a page number 'Page 1 of 1: 1'.

All agencies registered under your provider in PRISMS will be listed on the **Provider Agencies** tab. You can export the information using **Export to Excel** link and save it to a desired location.

2. Select an Agency from the list to view or edit the details.

The **Agency Detail** tab is displayed, which shows more agency details.

Provider Agency List

Provider Agencies		Agency Detail
Agency Details Agency Name: Academic Agent1		
Website: https://academicagent1.edu.au/		
Agency Director		
First Name:	<input type="text"/>	
Family Name:	<input type="text"/>	
Email:	<input type="text"/>	
Address:	<input type="text"/>	
Phone Number:	<input type="text"/>	
<input type="button" value="Save"/>		
Select an item from the list below to view / edit details:		
Search Full List		
Country ▾	State/Locality	ABN
Australia	QLD, Brisbane	
Export to Excel		
Page 1 of 1: 1		

3. Assign/edit the Agency Director (the main contact) information for the business and save any changes by clicking **Save**. **Agency Director**: is the main contact for information for the business.
4. Select an item from the State/Locality list (at the bottom of the page) to display or edit the Agency State/Locality Detail and display the offices. You can also export the information using **Export to Excel** link. **Export to Excel** exports the information and saves it to a desired location.
5. Select an office from the list (at the bottom of the page).

Provider Agencies | **Agency Detail** | **Agency State/Locality Detail**

State/Locality Details		Edit Agency State/Locality Help				
Agency: Academic Agent1						
State/Locality:						
ACN:	<input type="text"/>					
ABN:	<input type="text"/>					
State/Locality Director						
First Name:	<input type="text"/>					
Family Name:	<input type="text"/>					
Email:	<input type="text"/>					
Phone:	<input type="text"/>					
<input type="button" value="Save"/>						
Offices in QLD, Brisbane						
Address Line 1 ▾	Address Line 2	Suburb	State	Country	Postcode	
1 Example St,		Brisbane	QLD	Australia	4122	
Export to Excel						
Page 1 of 1 (from 1 row): 1						

The **Agent List** tab is displayed, showing the list of agents at that office.

Provider Agencies	Agency Detail	Agency State/Locality Detail	Agent List
Agents at Suite 4A 2092 Logan Road BRISBANE Brisbane,QLD			
Given Name▼ Test3	Other Name Smith	Family Name Smith	BusinessPhone Email Address T3smith@samplecollege2.edu.au
Page 1 of 1 (from 1 row): 1			

6. Select an agent from the **Agent List** to view or edit the agent details.

The **Agent Details** tab is displayed.

Provider Agencies	Agency Detail	Agency State/Locality Detail	Agent List	Agent Detail																														
<table> <tr> <td>Provider Entered</td> <td>Business Address</td> </tr> <tr> <td>Business Name:</td> <td>Line 1: 1 Example St,</td> </tr> <tr> <td>Agency Name: Academic Agent1</td> <td>Line 2:</td> </tr> <tr> <td>Business Country:</td> <td>Suburb: Brisbane</td> </tr> <tr> <td>Business State:</td> <td>Country: Australia</td> </tr> <tr> <td>Agent</td> <td>State: QLD</td> </tr> <tr> <td>MARA Agent Id: <input type="text"/></td> <td>Post Code: 4122</td> </tr> <tr> <td>First Name: Test3</td> <td>Smith</td> </tr> <tr> <td>* Family Name: Smith</td> <td>Postal Address</td> </tr> <tr> <td>* Email Address: T3smith@samplecollege2.e</td> <td>Line 1: 1 Example St,</td> </tr> <tr> <td>* Business Phone/Mobile: <input type="text"/></td> <td>Line 2:</td> </tr> <tr> <td></td> <td>Suburb: Brisbane</td> </tr> <tr> <td></td> <td>Country: Australia</td> </tr> <tr> <td></td> <td>State: QLD</td> </tr> <tr> <td></td> <td>Post Code: 4122</td> </tr> </table>					Provider Entered	Business Address	Business Name:	Line 1: 1 Example St,	Agency Name: Academic Agent1	Line 2:	Business Country:	Suburb: Brisbane	Business State:	Country: Australia	Agent	State: QLD	MARA Agent Id: <input type="text"/>	Post Code: 4122	First Name: Test3	Smith	* Family Name: Smith	Postal Address	* Email Address: T3smith@samplecollege2.e	Line 1: 1 Example St,	* Business Phone/Mobile: <input type="text"/>	Line 2:		Suburb: Brisbane		Country: Australia		State: QLD		Post Code: 4122
Provider Entered	Business Address																																	
Business Name:	Line 1: 1 Example St,																																	
Agency Name: Academic Agent1	Line 2:																																	
Business Country:	Suburb: Brisbane																																	
Business State:	Country: Australia																																	
Agent	State: QLD																																	
MARA Agent Id: <input type="text"/>	Post Code: 4122																																	
First Name: Test3	Smith																																	
* Family Name: Smith	Postal Address																																	
* Email Address: T3smith@samplecollege2.e	Line 1: 1 Example St,																																	
* Business Phone/Mobile: <input type="text"/>	Line 2:																																	
	Suburb: Brisbane																																	
	Country: Australia																																	
	State: QLD																																	
	Post Code: 4122																																	
Save																																		

5.4 View Agents and Agencies Outcome Reports and Dashboard

These functions are only available for accounts with CoE Administrator or Reporting access.

To gain access to agent-related reports and the dashboard, providers must request further access through ***Change My Details > Request Additional Access > Apply for additional feature access with this provider > view agent analytics data.***

See section **2.5.2 Request additional access** for additional information.

Requesting additional access generates an automatic email to the provider's RSD for approval.

	<p>Most users are registered to only one provider. If you are registered with more than one provider (multiple provider access) then you can choose which provider to work with. Select from the left-hand menu: Provider > Select Provider.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="background-color: #0070C0; color: white; padding: 2px;">Provider</td><td>The selected provider is then used throughout PRISMS, until another provider is selected.</td></tr> <tr> <td style="background-color: #0070C0; color: white; padding: 2px;">↳ Select Provider</td><td></td></tr> </table>	Provider	The selected provider is then used throughout PRISMS, until another provider is selected.	↳ Select Provider	
Provider	The selected provider is then used throughout PRISMS, until another provider is selected.				
↳ Select Provider					

5.4.1 Agents and Agencies Outcome Reports

	<p>CoEs must meet the following criteria before being included in these reports</p> <ul style="list-style-type: none"> • CoE was created between 04/04/2012 and now. • CoE has visa activities. • CoE has an agent involved, and the agent is currently on the provider's agent list. • Incomplete outcomes of CoEs are based on Student Course Variation (SCV) reporting by your organisation. <p>CoEs are considered as “incomplete” with the following SCV reporting:</p> <ul style="list-style-type: none"> • Student transferred to course at another provider. • Provider decision to cease student enrolment. • Non-compliance with student visa conditions. • Deferment / Suspension of student enrolment. • Non-commencement of studies. <p>An agency is a business entity that has one or more agents and operates within Australia or overseas or both.</p> <p>Providers may note there is some discrepancy between the information about visa outcomes provided in your Agent Report and the information contained in your Immigration Risk Rating Report provided by the Department of Home Affairs.</p> <p>This discrepancy could have several causes:</p>
---	---

	<ul style="list-style-type: none"> The information in your Immigration Risk Rating Report only includes the outcomes for students where you are the principal provider. The Agent Outcome Report is based on all CoEs. The data for your Immigration Risk Rating Report is sourced directly from the Department of Home Affairs systems. The visa refused data in your Agent Outcome Report includes any visa refusal. Your Immigration Risk Rating report only includes refusals made when the client was physically outside of Australia. The dates of events occurring may be slightly different due to the data transfer. <p>If you have questions about your Immigration Risk Rating Report, you can contact the Department of Home Affairs at student.visa.program@homeaffairs.gov.au.</p>
--	---

1. Select from the left-hand menu: **Reports > Agent Exports**.

The Agent Reports are displayed.



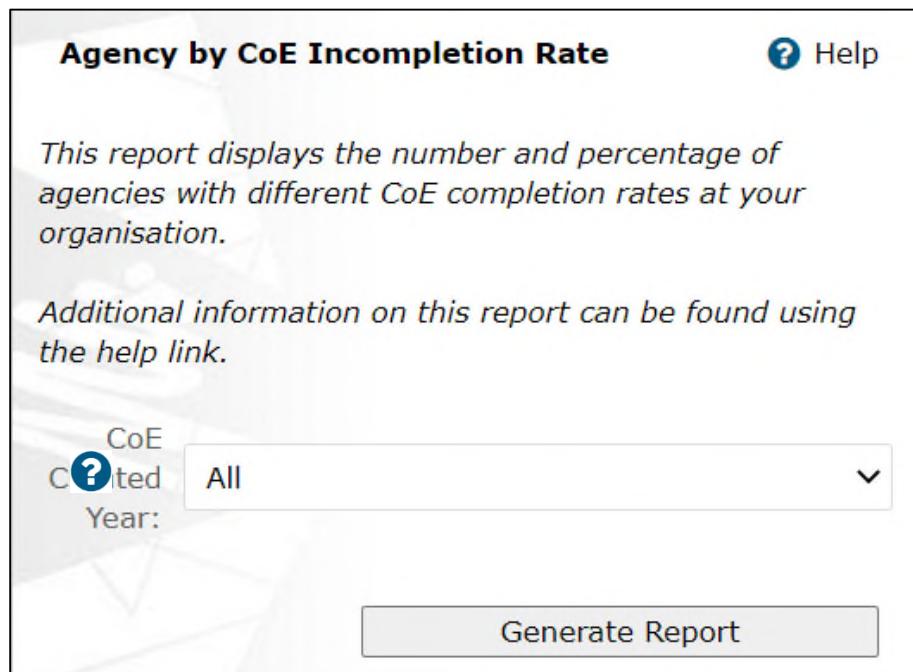
An example report options selection page and entry fields are shown on the next page.

5.4.2 Example report: Agency by CoE Incompletion Rate

1. Select from the left-hand menu: **Reports > Agency Reports > Agency by CoE Incompletion Rate.**

Use the help link  for an extended explanation of the report.

The report options are displayed.



Agency by CoE Incompletion Rate  Help

This report displays the number and percentage of agencies with different CoE completion rates at your organisation.

Additional information on this report can be found using the help link.

CoE Created Year:

Generate Report

2. Select the desired CoE Created Year option from the list and click the **Generate Report** button.
3. The report is generated in an Excel format and can be opened or saved at a desired location.

5.4.3 Agency Dashboard

This function is available for accounts with CoE Administrator or Reporting access and allows you to view the outcomes of your agencies against an anonymous average of others. You can click on the links under the **Information Links** section for more details on how to use the dashboard.

	Information Links. Select the links for more details on how to use the dashboard. Download the Agency Dashboard User Guide for full instructions.
---	--

1. Select from the left-hand menu: **Agents > Agency Dashboard**.



The **Agency Dashboard** is displayed.

Agency Dashboard - Sample College 1

Provider Listed Agencies
261

Provider Listed Agents
283

Information Links

 [Explanatory Notes User Guide](#)
[Video Demonstration](#)

Comparison Summary
Detail

? Comparison Summary Help

Criteria

- Year**
- 2019
- 2018
- 2017

- Nationality**
- India
- Nepal
- Pakistan
- Philippines
- Turkey

- Course Sector**

- CoE Type**
- Offshore COE
- Onshore COE

- Location**

Please select criteria to see Agency Dashboard information

The Agency Dashboard is based on PRISMS data to convey student outcomes for education agent facilitated enrolments.

Disclaimer

The output of any data analysis is only as reliable as the underlying data. If the information captured in PRISMS has been misreported or does not reflect the true situation the results of subsequent analysis will be misleading.

6 Confirmation of Enrolment (CoE)

This section explains how to create and manage a CoE in PRISMS.

The CoE provides evidence of a student's enrolment with a provider registered on CRICOS. This evidence is required before the Department of Home Affairs issues a student visa. The CoE contains information about the provider, agent (if involved), course, and duration of study in which the student has enrolled.

6.1 Definitions of CoE statuses

The lifecycle of a CoE is not always a straightforward process from its creation to each stage of studying to being finished. A CoE can go through the stages listed below. For a visual representation of the CoE lifecycle please see **6.7 Appendix A – Confirmation of Enrolment Lifecycle**.

Status	Onshore CoE	Offshore CoE	Explanation
Saved	✓	✓	An incomplete CoE may be Saved in a draft form. It can be re-opened at any time to complete the details and then re-saved. You may cancel a Saved CoE at any time. When the CoE details are finalised, it can be submitted for approval.
Pending	✓	✓	This is a CoE that has been submitted for approval. It is placed in a queue pending approval by a user with CoE Administrator access. You may cancel a Pending CoE at any time.
Approved	✓	✓	This is a CoE that has been approved by a CoE Administrator at your organisation. The approval process also sends the information to Home Affairs for visa grants decisions.
Visa Granted	✗	✓	An Offshore CoE of Approved status, with a visa granted against it by Home Affairs, has the status changed to Visa Granted .
Studying	✓	✓	<ul style="list-style-type: none"> For Offshore CoE: A CoE status changes from Visa Granted to Studying when the course start date on the CoE has passed and the course end date has not passed. For Onshore CoE: A CoE status changes from Approved to Studying when the course start date on the CoE has passed and the course end date has not passed. All variations or updates to a CoE with Studying status can only be made by the Student Course Variation function.
Finished	✓	✓	A CoE status changes to Finished after the course end date on the CoE has passed, or when you complete a Student Course Variation to report that a student has finished their course.
Cancelled	✓	✓	Only a CoE Administrator can cancel an Approved CoE. There are several reasons why the CoE can be Cancelled : <ul style="list-style-type: none"> If the student visa is cancelled, then the CoE is cancelled. If a course is cancelled or a provider is suspended, then it may result in all the CoEs in that course, or at that provider, being cancelled.
Inactive	✓	✓	When a Saved or Pending CoE is cancelled it changes to a status of Inactive , which is functionally the same as Cancelled status.
Expired	✗	✓	An Offshore CoE status is updated to Expired if the CoE course start date passes by 180 days and the student has not received a visa grant for the CoE from Home Affairs. If an Expired CoE needs to be changed then contact the PRISMS Help Desk. Onshore CoEs do not expire because it is a requirement that the student was onshore when you created the CoE.
Reported On			This is a historical CoE status which indicates that a SCV has been completed against the CoE prior to 1 July 2007.

6.2 Add new CoE

This module explains how to create a CoE in PRISMS. The CoE provides evidence of a student's enrolment with a provider registered on CRICOS. This evidence is required before the Department of Home Affairs issues a student visa. These functions are available for accounts with CoE Administrator, CoE Create, CoE Agent or IDP User access.

The following screenshot provides information that will assist in navigating PRISMS to create a new CoE, including -

- A. Menu option and search navigation specific to the menu option
- B. Tabs (for the student or CoE)
- C. Links
- D. Buttons

A. menu option and search navigation

The top left shows the 'Provider' menu with options like 'Select Provider', 'Locations', 'Courses', 'Course Variations', 'Add new CoE', and 'Students/CoEs'. To its right is the 'Add New CoE' search interface, which includes fields for 'Student Search' (with 'Fast Search' and 'Detailed Search' tabs), 'Student Details' (with 'Student ID' and 'Student Name' fields), and 'Search' buttons.

B. Tabs

The top navigation bar contains tabs for 'Enrolment Details', 'Student Details', 'Payment Details', 'Course Variation/Defaults', 'CoE Event History', and 'Welfare Details'. Below this, a secondary row of tabs includes 'Parent/Guardian Contact', 'Student Contacts', and 'Agent Details'.

C. Links

A red box highlights a group of welfare-related links: 'View/Print Current Accommodation/Welfare Letter', 'Welfare Arrangements Help' (with sub-links 'View Welfare History', 'View/Print CoE Certificate', and 'Save CoE Certificate').

D. Buttons

At the bottom of the main form area, there is a row of buttons: 'Create welfare arrangement', 'Change of Accommodation/Welfare Letter', 'Edit welfare dates', 'End welfare arrangement', and 'Report Non-Approval'. A 'Cancel CoE' button is located at the very bottom right.

A. Menu option and search navigation specific to the menu option

Use the table below to choose which menu option to use.

Table 3 – Functions available in Add New CoE, Students/CoEs

Function	*----- Menu Option -----*	
	Add new CoE	Student /CoEs
Add a new CoE – for any of your providers	✓	✗
Add a new CoE – for your current selected provider	✓	✓
Add a new student	✓	✗
Search for students/CoEs by CoE Code, Provider's Student ID, First or Second Name, Family Name, Date of Birth, Gender	✓	✓
Search for student by Student VISA Grant Number	✓	✗
Search for student by Passport number	✗	✓
List all the CoEs for a student	✗	✓
Edit or cancel an existing CoE (depends on CoE status)	✗	✓
Approve a CoE (CoE Administrator only)	✗	✓

For **Add New CoE** see section **6.2.1 Student Search** (the next page).

For **Students/CoEs** see section **6.3 Students/CoEs**.

6.2.1 Student Search

To create a CoE for your organisation, you must first search the PRISMS database to check if the student already has a student record created. If an existing record is found, this will be displayed for you to select the record and add the CoE to this existing record. If no record is found, then you must add a new student record before being able to add the CoE. This function is available for accounts with CoE Administrator, CoE Create, CoE Agent or IDP user access.

1. Select from the left-hand menu: **Provider > Add New CoE**.

The **Student search** tab is displayed.

Add New CoE

In order to add a new Confirmation-of-Enrolment (CoE) for **Sample College 1** you must first either locate an existing student in the PRISMS system or create a new student and CoE together.

Student Search

Fast Search
If the student has studied in Australia before then it may be possible to perform a fast, unique student search using the following criteria.
You only need to provide **one** of these criteria in order to perform a fast search.

Student Search Help

Training (Online)

CoE Code:	<input type="text"/>
Student Visa Grant Number:	<input type="text"/>
Provider's Student ID:	<input type="text"/> (searches current provider's records)

Standard Search
If none of the fast search criteria are known or you were unable to locate a student using the fast search, then a standard search is required.
You must complete at least **two** of the following criteria **plus gender** before performing a standard search.

First or Second Name:	<input type="text"/>
Family Name:	<input type="text"/>
Date of Birth:	<input type="text"/> dd/mm/yyyy <input type="button" value="Calendar"/>
Gender:	<input type="radio"/> Female <input type="radio"/> Male <input type="radio"/> Indeterminate

Search for Student **Reset Criteria**

Read the page information and select the **Fast Search** or **Standard Search** option.

2. Enter your search criteria.

	Search Criteria Avoid being too specific. This allows PRISMS to find records that may have been entered with spelling differences or special characters (hyphens, accents etc.). If you believe that a student already has a record at your provider, but is not shown in the results, make the search as 'wide' as possible. At large providers, this may produce too many results.
---	--

3. Press the **Search for Student** button.

The search results will be displayed.

- **If multiple student matches are found,** then search results and search criteria is displayed. Carefully check the list to identify whether the record you require is listed and if so, then click on the record to display the student and you may add a CoE for the student. See section **6.2.2 Student Summary**.

Student Name ▾ Date of Birth Gender Nationality Country Of Birth Passport Number Known As							
DOH, Test1	07/12/1991	Female	China	China	E93939393	0	
DOHE, Test2	22/04/1993	Female	China	China	G93939393	0	
Page 1 of 1 (from 2 rows): 1							
<i>Showing all students with First or Second Name like ' Te '; Family Name like ' DO '; Gender 'FEMALE'</i> A tick in this column indicates that the student has a CoE for the current provider.							
Add New Student							

If you are sure that the desired student is not listed, review the search criteria, and if you are still sure that the student does not have an existing record, click on the **Add New Student** button to create the new record. See Section **6.2.3 Add New Student / Student Details**.

- **If one student record is found,** it is displayed, and you may add a CoE for the student. See section **6.2.2 Student Summary**.
- **If no student record is found,** it displays **No matching students found** and the search criteria that was used.

Student Search Search Results							
<i>Showing all students with First or Second Name like ' Test3 '; Family Name like ' Smith '; Gender 'FEMALE'</i> <i>No matching students found.</i>							
Add New Student							

Review the search criteria, and if you are sure that the student does not have an existing record, select the **Add New Student** button. See section **6.2.3 Add New Student / Student Details**.

6.2.2 Student Summary

If a single student match has been found, or a student record is selected from the search results list, then the student details are displayed.

Student Search	Search Results	Summary [DOH, Test1]
<p>If this is the correct student then click the Add CoE to Student button to create a new CoE. If this is not the correct student or you are unsure, you can select other rows from the Search Results tab to view in order to be certain.</p> <p>First Name: Test1 Family Name: DOH Gender: Female Date of Birth: 19/03/2000 Country of Birth: India Nationality: India Country of Passport: India Passport Number: G1234567 Visa Grant number: 1234567890123 Provider's Student ID: 0001 Residential Address: 10 Sample Street, Sample, NSW 2000</p> <p style="text-align: right;">Add CoE to Student</p>		

1. Check the full details of the student to ensure that it is the correct student record.
 - i. If it is the correct student and you want to create a CoE for the student listed, then click on the **Add CoE to Student** button.
 - ii. If it is not the correct student, then select the **Search Results** tab to choose another student record or select the **Student Search** tab to refine the search criteria.

6.2.3 Add New Student / Student Details

Upon clicking the **Add New Student** button, the information entered in the search page, will pre-fill the page display and allow entry of the required additional data to create the new student record. For an existing CoE it is named the **Student Details** tab.

* Denotes a mandatory field.

Provider's Student ID: This field is optional for providers to insert their own organisation's Student Identification Number.

Title: select from the list in the drop-down box or leave blank.

	First Name/ Second Name/ Family Name <ul style="list-style-type: none"> • If a student has only one name, check the box labelled Only One Name, and enter it in the Family Name field. • Enter the student's name as it appears on the passport. • It is important to ensure that you fill out the name details accurately as this information is checked by Home Affairs against the student's passport.
	Gender <ul style="list-style-type: none"> • Select from the list in the drop-down box. • The X (Indeterminate) category refers to any person who does not exclusively identify as either male or female. Only select 'X' where you are sure or have the consent of the student to do so.

Date of Birth: enter the date, as it appears on the passport.

Country of Birth: select from the list in the drop-down box.

Nationality: select from the list in the drop-down box. It should be as it appears on the passport.

Passport Number: This field is mandatory for an onshore CoE (the student is already in Australia), however the passport number will be required for a visa, so enter it if it is known.

Once you have entered the required data, select the **Next** button to choose the course/location.

	Where available, always click the Save and Next button, to save and display the next tab. Clicking a tab will not save it, and the information may be lost if you exit unexpectedly or close the browser.
---	--

Save and Exit will save the incomplete CoE as status **Saved** in a draft form.

6.2.4 Choose Course/Location

Use the course search page to search for the course for which you want to create the CoE.

When adding a new CoE, the ***Choose Course/Location*** search page is displayed.

Choose Course/Location

Please use the following course search to locate the course at **Sample College 1** that **DOH, Test1** wishes to enrol in

Search Criteria

CRICOS Course Code:	<input type="text"/>	Course Search Help	
VET National Code:	<input type="text"/>		
You only need to specify one of the above criteria in order to perform a search (these will override any criteria specified below).			
Course Name:	<input type="text"/>		
Location:	<input type="text"/>		
Course Level:	<input type="text"/>		
Field of Education			
Broad Field:	<input type="text"/>		
Narrow Field:	<input type="text"/>		
Detailed Field:	<input type="text"/>		
Status:	<input checked="" type="checkbox"/> Registered	<input type="checkbox"/> Cancelled	<input type="checkbox"/> Suspended
Limit To Only:	<input type="checkbox"/> Foundation Studies <input type="checkbox"/> Work Component		
Created After:	<input type="text"/> dd/mm/yyyy	<input type="button" value="Calendar"/>	
Updated After:	<input type="text"/> dd/mm/yyyy	<input type="button" value="Calendar"/>	
<input type="button" value="Search"/> <input type="button" value="Reset"/>			

1. Enter your search criteria and click on the ***Search*** button.

	Course/Locations search criteria <ol style="list-style-type: none"> a. Leave all fields blank, and select the <i>Search</i> button (This will display all courses registered under the provider code), or b. Enter the exact CRICOS course code and click on the <i>Search</i> button. If your <i>course code does not exist</i>, try option (a) or (c). c. Enter the course information via the State/Location, or the Broad, Narrow, or Detailed fields of Field of Education, or the Course Level field and then click on the <i>Search</i> button. <p>Please note that if your course has been listed on CRICOS under a different Field of Education or Course Level, then you will receive a message stating that <i>you do not have any registered courses that meet your search criteria. Please try again.</i></p>
---	---

- A. **If only one course was found**, then the **Enrolment Details** tab is displayed.
- B. **If multiple courses were found**, then the **Search Results** and the search criteria that was used is displayed.

Please use the following course search to locate the course at **Sample College 1 [12345A]** that **DOH, Test1** wishes to enrol in.

[Search Criteria](#) [Search Results](#)

Select a course from the list below:

CRICOS Course Code	Course Name▼	Course Level	Course Sector
088792B	Advanced Diploma of Business	Advanced Diploma	VET
088790D	Certificate III in Business	Certificate III	VET
092545E	Certificate III in Horticulture	Certificate III	VET
094630C	Certificate IV in Horticulture	Certificate IV	VET

[Export to Excel](#)

Page 1 of 1 (from 4 rows): **1**

Showing all active courses with course status 'REGISTERED'

2. Click the course record in the list to select the location.

The **Enrolment Details** tab is displayed (filled with Student, Provider and Course information that is available).

6.2.5 Enrolment Details

After selecting the course/location, the **Enrolment details** tab is displayed.

The screenshot shows the 'Enrolment Details' tab selected in a form interface. The form contains the following fields:

- Student:** DOE,Test1 []
- Provider:** Sample College 1 (12345A)
- Trading Name:** Sample College1 Pty Ltd
- Course:** Advanced Diploma of Business [088729B]
- Course Level:** Advanced Diploma
- Course Location:** Sample College Campus1
- Proposed Course Start Date:** dd/mm/yyyy
- Proposed Course End Date:** dd/mm/yyyy
- Initial Pre-Paid Tuition Fee:** dd/mm/yyyy (\$AU) From: dd/mm/yyyy To: dd/mm/yyyy (\$AU)
- Other Pre-Paid Non Tuition Fee:** dd/mm/yyyy (\$AU)
- Total Tuition Fee:** dd/mm/yyyy (\$AU)
- Note:** OSHC is required for the full length of the student's stay in Australia. OSHC must commence from the actual date of the student's visa/arrival in Australia until he/she is no longer in Australia on a student visa.
- More information on OSHC:**
- Provider arranged Overseas Health Cover (OSHC)?** No Yes
- Start Date:** dd/mm/yyyy
- End Date:** dd/mm/yyyy
- Provider Name:** dropdown menu
- Is the student exempt from providing evidence of English language proficiency?** No Yes
- Exemption reason:** dropdown menu
- Student's Current Location:** Australia Overseas
- Visa Grant Number:** input field
- Comments:** These comments will be printed on the CoE Certificate and displayed on the CoE.
- Save and Next** button

* Denotes a mandatory field.

Course Location: select from the list in the drop-down box.

Proposed Course Start Date: enter the date the intending student is to start their enrolment.

- **For onshore CoEs** – where the student is already in Australia - you can back-date this date.
- **For offshore CoEs**, this field will not permit any dates prior to the CoE creation date, as Home Affairs will not grant a student visa where the Course Commencement Date has passed.



When backdating the Proposed Course Start Date for an onshore CoE:

Providers should include reason/s in the comments section of the CoE. This will assist when the CoE data is reviewed during assessment.

Proposed Course End Date: enter the date that the intending student's enrolment is to cease.

NOTE: the intending student's enrolment may cease before the end of the course.

If the student will be under 18 years of age on the Course Commencement Date, then welfare related fields are displayed. See section **7 Manage Welfare Arrangements** for all information on Welfare Arrangements, Welfare Letter and Parent/Guardian Contact.

Tuition Fees



Initial Pre-Paid Tuition Fee, Other Pre-paid Non-Tuition Fee, and Total Tuition Fee

- If the amount is nil, enter 0 (zero).
- Do not insert a dollar sign, full stops, or cents in these fields.

Before attempting these fields, please read the details of the tuition fees (below) and the Examples of use (**tuition fee fields Scenarios**).

Initial Pre-Paid Tuition Fee: Enter the amount the student has paid to your organisation, for this CoE, at the time the CoE is created. This amount should be what has been prepaid as tuition fee when the CoE was created.



- If the Initial Pre-Paid Tuition Fee exceeds 50 per cent of the total tuition fee, PRISMS will display a checkbox: **I confirm the student or the person responsible for paying the fees has chosen to pay more than 50 per cent of the total tuition fee.**
You must either: correct the fees or click the checkbox to confirm the tuition fees.
- Under section 27 the ESOS Act, providers must not receive more than 50 per cent of the student's total tuition fee before the student begins the course, where the students course duration is equal to or greater than 25 weeks, unless the student or the person responsible for paying those fees has chosen to pay more than 50 per cent of the total tuition fee.



Initial Pre-Paid Tuition Fee From and To Dates

These fields appear for Private providers only and do not appear for Public providers.
Enter the tuition period for the initial prepaid tuition fee. The Initial Pre-Paid tuition fee dates must be within the course start and end dates.

Other pre-paid non-tuition fee: enter the amount the student has paid to your organisation, for this CoE, at the time the CoE is created. This fee is an amount of money that a provider receives directly or indirectly from on overseas student, an intending overseas student or someone acting on their behalf and is not tuition fees. It may consist of:

- application or administration fees and charges,
- compulsory student amenity fees,
- assistance to apply for or hold a student visa
- student health cover (where received by the provider),
- cost of books or equipment sold to the student,
- accommodation (other than accommodation that the student occupies for a short time while undertaking training, excursions, fieldwork or practical experience)

Total Tuition Fee: enter the total cost for the entire duration of the enrolment for this CoE that the student is about to undertake with your organisation.

- If the student is on a scholarship or otherwise is not required to pay for the course, the value you enter is 0 (zero).

6.2.5.1 Tuition Fee Scenarios

S	<p>Examples of use of the tuition fee fields (Scenarios and Situations)</p> <p>Scenario: A student decides to undertake a CRICOS registered course of three years duration with a Total Tuition Fee indicated as \$30,000.</p> <p>The student applies to enrol in the course with Provider A and pre-pays \$6,000 that includes \$1000 toward the cost of books.</p> <p>On creating the CoE, Provider A would indicate: -</p> <ul style="list-style-type: none"> ○ Initial Pre-paid Tuition Fee \$ 5,000 ○ Other Pre-Paid Non-Tuition Fee \$ 1,000 ○ Total Tuition Fee \$30,000
	<p>Situation 1: The student stays at Provider A and completes the course. There would be no changes made to the CoE.</p>
	<p>Situation 2: After completing two years, the student changes to a different three-year course, same Total Tuition Fee but <u>now with a different provider, Provider B</u>. The student pays \$3,000 that includes \$1,000 towards equipment and other materials needed to undertake the course to Provider B.</p> <p>NOTE: It is still the last year of a 3-year course.</p> <p>Provider A:-</p> <ul style="list-style-type: none"> • Issues a Student Course Variation “Student left Provider – transferred to course at another Provider”. This would then cancel the CoE with Provider A. <p>Provider B:-</p> <ul style="list-style-type: none"> • Creates a new CoE with: <ul style="list-style-type: none"> ○ Initial Pre-paid Tuition Fee \$ 2,000 ○ Other Pre-Paid Non-Tuition Fee \$ 1,000 ○ Total Tuition Fee \$10,000 – representing the total tuition fee to be paid (by the student) to Provider B for the completion of the last year of study.

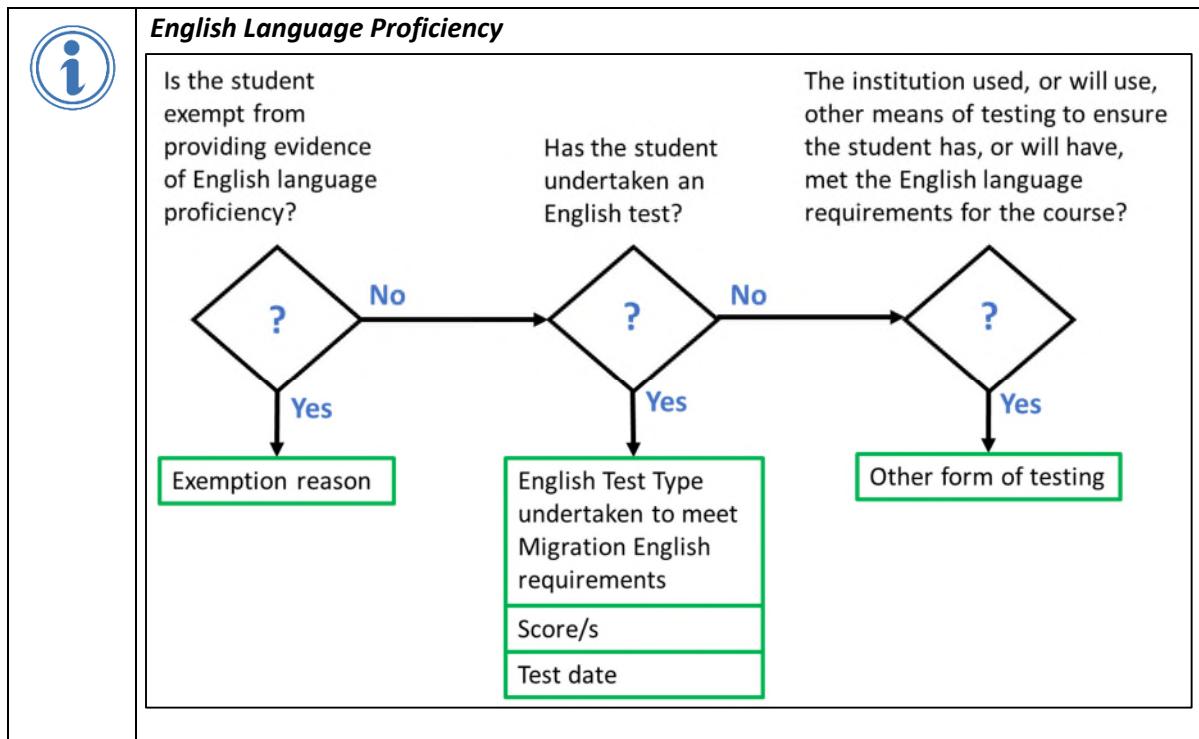
Provider Arranged Overseas Student Health Cover (OSHC)?: select Yes or No.

If **Yes**, you must select from the list in the drop-down box of OSHC providers.

- Select **Yes** only if you have received money from the student and arranged OSHC on their behalf.
- Select **No** if you have only sighted evidence that the student has arranged his or her own health cover.
- It is not mandatory for providers to organise overseas student health cover for intending students.

English Language Proficiency details

Students can prove their level of English proficiency in a variety of ways. As you make your selections, different entry fields are displayed in response, and you must select from the list in the drop-down box.



Student's Current Location?: It is important to set the CoE type 'Onshore' or Offshore' correctly as it can affect the status of the CoE or cause delays in the processing of the CoE and visa.

- **Australia:** An **Onshore CoE** is for students who are already in Australia.
- **Overseas:** An **Offshore CoE** is for students who are not in Australia when you create their CoE.

Visa Grant Number: If you have a visa grant number, then enter it here (this field is length 13).

Comments: Enter any additional information to assist the Department of Home Affairs in processing the visa application, for example, in the CoE creation process, or for visa renewals.



Where available, always click the **Save and Next** button, to save and display the next tab. Clicking a tab will not save it, and the information may be lost if you exit unexpectedly or close the browser.

Save and Exit will save the incomplete CoE as status **Saved** in a draft form.

6.2.6 Welfare Arrangements and Parent/Guardian Contact (for Under 18 students)

See section **7 Manage Welfare Arrangements** for all information on Welfare Arrangements, Welfare Letter and Parent/Guardian Contact.

6.2.7 Student Contacts

After completing the **Student Details** tab and/or the **Parent/Guardian Contact** (if under 18), the **Student Contacts** tab is displayed.

Enrolment Details	Student Details	Parent/Guardian Contact	Student Contacts	Agent Details
<p>Please provide student's contact information. If student doesn't have contact information in Australia, please provide his/her overseas contact information. Then click 'Save' button to save the student contact information</p> <p>Under the ESOS Regulations 2019, providers are now required to record in PRISMS the residential address, phone number and email address for students who become accepted. Where providers become aware that any of these details have changed, they are required to update these details in PRISMS.</p>				
Student's Australian Contact Details <p>* Email Address: <input type="text" value="Test1DOH@gmail.com"/></p> <p>Mobile: <input type="text" value="04123456789"/></p> <p>Phone: <input type="text"/></p> <p>Residential Address</p> <p>* Line 1: <input type="text" value="15 Sample Street"/></p> <p>Line 2: <input type="text"/></p> <p>Line 3: <input type="text"/></p> <p>Line 4: <input type="text"/></p> <p>* Suburb/City: <input type="text" value="Sampleteown"/></p> <p>* State: <input style="width: 100px;" type="text" value="New South Wales"/> <input type="button" value="▼"/></p> <p>* Post Code: <input type="text" value="2000"/></p> <p>Country: Australia</p> <p><input checked="" type="checkbox"/> I have verified that the information I have provided is current and correct to the best of my knowledge.</p>		Student's Overseas Contact Details <p>* Email Address: <input type="text" value="Test1DOH@gmail.com"/></p> <p>Mobile: <input type="text" value="04123456789"/></p> <p>Phone: <input type="text"/></p> <p>Residential Address</p> <p>* Line 1: <input type="text" value="15 Example Street"/></p> <p>Line 2: <input type="text"/></p> <p>Line 3: <input type="text"/></p> <p>Line 4: <input type="text"/></p> <p>* Suburb/City/State: <input type="text" value="Exampletown"/></p> <p>Post Code: <input type="text"/></p> <p>* Country: <input style="width: 100px;" type="text"/> <input type="button" value="▼"/></p>		
<input type="button" value="Save and Next"/> <input type="button" value="Save and Exit"/>				

Does the student have an Australian address?: select **Yes** or **No**.

- **If YES:** Enter Student's Australian and Overseas Contact Details.
- **If NO:** Enter Student's Overseas Contact Details.

Ensure the details are the student's current and preferred contact details.

Mobile or **Phone number** details are mandatory.

After checking the details, Click the checkbox **I have verified that the information I have provided is current and correct to the best of my knowledge** and click the **Save and Next** or **Save and Exit** button. **Save and Next** displays the next tab, **Agent Details**.

Save and Exit saves the incomplete CoE as status **Saved** in a draft form.

6.2.8 Agent Details

After completing the **Student Contacts** tab, the **Agent details** tab is displayed.

In order to add a new Confirmation of Enrolment (CoE) for Sample College 1 [12345A] you must indicate whether or not an agent was involved in the enrolment [Choose Agent Help](#)

Agent involved No/Ignored Agent involved
[Choose agent...](#)

[Submit for Approval](#) [Save and Exit](#) [Cancel CoE](#)

Agent Involvement: Indicate whether an agent was involved in the enrolment of student.

1. Select if an agent is involved.
 - A. **No/Ignored Agent Involved:** select this button if no agent was involved or if you wish to ignore agent involvement in the enrolment of the student. There will be no agent details on the CoE. Continue to step 2.
 - B. **Agent Involved:** click on this button.
 - i. Click the link **Choose agent** to display a list of agents.

Select one agent from your organisation's agent list below OR if the particular agent is not in the list, please add it to the list via 'Manage Agent' menu.

Start typing to search

Given Name	Family Name	Agent Email Address	Provider Entered Business Name	Agency Name	Country	State	Suburb/City	MARA Agent Id
Test1	DOE	T1Doe@gmail.com	Agent1 trading as A1International	Agent1 International				
Test2	DOE	T2Doe@gmail.com	Agent2 Pty Ltd	Agent2	Australia	QLD	Fortitude Valley	
Test3	DOE	T3Doe@gmail.com	Agent3 trading as A3 Education	Agent3 Education	Australia	QLD	Brisbane	1234567
Test4	DOE	T4Doe@gmail.com	Agent4	Agent4	Australia	QLD	CAIRNS	7654321
4 records								

[Cancel](#)

TIP: Hover the cursor over the agent record to display the address details for the agent.

- ii. Click the agent record in the list to select the agent. Continue to step 2.
- iii. If the agent is not in the list - select from the left-hand menu: **Agents > Manage Agent**. This will save the CoE in a draft form. You can re-open the CoE at any time to complete the details and submit it for approval.

2. The Agent details are displayed in full.

Agent Details are blank if there is no agent involvement.

Enrolment Details	Student Details	Parent/Guardian Contact	Student Contacts	Agent Details																												
<p>In order to add a new Confirmation of Enrolment (CoE) for Sample College 1 [12345A] you must indicate whether or not an agent was involved in the enrolment Choose Agent Help</p> <p><input checked="" type="radio"/> Agent involved <input type="radio"/> No/Ignore Agent involved</p> <p>Choose agent...</p> <table> <tr> <td>MARA/Overseas Education</td> <td>Business Address</td> </tr> <tr> <td>Agent Id:</td> <td>Line 1: 21 Example Street</td> </tr> <tr> <td>Business Name: Agent4</td> <td>Line 2:</td> </tr> <tr> <td>Agent Type: Provider created agent</td> <td>Suburb: CAIRNS</td> </tr> <tr> <td>Agent</td> <td>Country: Australia</td> </tr> <tr> <td>Title: Mr</td> <td>State: QLD</td> </tr> <tr> <td>Family Name: Doe</td> <td>Post Code: 4870</td> </tr> <tr> <td>Given Name: Test4</td> <td>Postal Address</td> </tr> <tr> <td>Other Name:</td> <td>Line 1: 21 Example Street</td> </tr> <tr> <td>Email Address: T4Doe@gmail.com</td> <td>Line 2:</td> </tr> <tr> <td>Business Phone/Mobile: 0412876543</td> <td>Suburb: CAIRNS</td> </tr> <tr> <td></td> <td>Country: Australia</td> </tr> <tr> <td></td> <td>State: QLD</td> </tr> <tr> <td></td> <td>Post Code: 4870</td> </tr> </table>					MARA/Overseas Education	Business Address	Agent Id:	Line 1: 21 Example Street	Business Name: Agent4	Line 2:	Agent Type: Provider created agent	Suburb: CAIRNS	Agent	Country: Australia	Title: Mr	State: QLD	Family Name: Doe	Post Code: 4870	Given Name: Test4	Postal Address	Other Name:	Line 1: 21 Example Street	Email Address: T4Doe@gmail.com	Line 2:	Business Phone/Mobile: 0412876543	Suburb: CAIRNS		Country: Australia		State: QLD		Post Code: 4870
MARA/Overseas Education	Business Address																															
Agent Id:	Line 1: 21 Example Street																															
Business Name: Agent4	Line 2:																															
Agent Type: Provider created agent	Suburb: CAIRNS																															
Agent	Country: Australia																															
Title: Mr	State: QLD																															
Family Name: Doe	Post Code: 4870																															
Given Name: Test4	Postal Address																															
Other Name:	Line 1: 21 Example Street																															
Email Address: T4Doe@gmail.com	Line 2:																															
Business Phone/Mobile: 0412876543	Suburb: CAIRNS																															
	Country: Australia																															
	State: QLD																															
	Post Code: 4870																															
<p>Submit for Approval Save and Exit</p>																																

Review the details and click on either the **Save and Exit** button (which saves the CoE at a status of **Saved** and allows you to re-edit the data at any time, until you are ready to submit it for Approval) or the **Submit for Approval** button (which sends the CoE for Approval).

Users with CoE Administrator Access can **Approve and Cancel CoE** - see section **6.4 Approve a CoE**.

6.2.9 Submit for Approval

When the **Submit for Approval** button is selected, PRISMS will validate the data entered.

- If the data fails validation, PRISMS will display a message box describing the error and you can amend the data.
- If the data is valid, PRISMS will proceed with submitting the CoE as **Pending** Status (for approval by a CoE Administrator). A confirmation message is displayed.

Confirmation



The Confirmation-of-Enrolment for DOE, Test has been successfully submitted as pending (for approval by a CoE Administrator).

To continue using PRISMS please select a menu option from the left of this page. When you have finished using PRISMS, please remember to select the Logout option at the top of the page.

	<p>During the CoE approval process, the CoE Administrator chooses who will print and deliver the CoE to the student:</p> <ul style="list-style-type: none"> • the CoE Administrator, or • the person who created the CoE. <p>The person who created the CoE will receive an alert.</p> <p>For full details of approving a CoE see section 6.4 Approve a CoE.</p>
---	---

6.2.10 Save and Exit

The **Save and Exit** button saves the CoE with status **Saved** and allows you to re-edit the data at any time, until you are ready to submit it for Approval.

When the **Save and Exit** button is selected, a confirmation message is displayed.

Confirmation

Save and Exit - Are you sure you wish to exit without approving this CoE?

- Click the **No** button to continue editing the CoE.
- Click the **Yes** button to Save and Exit. When Yes is selected, a confirmation message is displayed:

Confirmation



The Confirmation of Enrolment for DOE, Test1 has been successfully saved.

Select the relevant link in the confirmation message to return to the CoE, the student, or select an item from the left-hand menu.

	<p>To re-access your Saved CoE at any time:</p> <ol style="list-style-type: none"> a. Select the Home page > Outstanding CoEs tab and select the CoE. (You can select the Home page at any time by clicking on the Home menu item from the horizontal menu bar), or b. Select from the left-hand menu: Provider > Students/CoEs and search for the CoE.
---	--

6.2.11 Cancel CoE

If there are many changes you need to make, it may be easier to cancel the CoE you are working on and raise another CoE.



You must end any Welfare Arrangements for the CoE before cancelling the CoE. See section **7 Manage Welfare Arrangements** for all information on Welfare Arrangements.

The **Cancel CoE** button is only available if the CoE exists, and the CoE status and user access allows for cancellation.

- The person who created the CoE may cancel a CoE any time **before** it has been approved (the CoE has a status of **Saved** or **Pending**).
- Once the CoE has a status of **Approved** (it has been approved by your CoE Administrator), only a CoE Administrator can cancel it. This cancellation process will guide the CoE Administrator through the Student Course Variation reporting process. See section **8 Student Course Variations**.
- If the CoE has a **Visa Granted, Studying, Cancelled** or **Finished** status, the cancel button is not displayed. This is because the CoE has been submitted to Home Affairs to have a visa granted against it and you cannot cancel it without informing them. All changes to CoEs are recorded in PRISMS by completing a Student Course Variation for the CoE, which is sent to Home Affairs. When Home Affairs completes their investigation, they may update the status of the CoE.

When **Cancel CoE** button is selected, a confirmation message is displayed.

Confirmation
Cancel CoE - Are you sure you wish to cancel this CoE?
<input type="button" value="Yes"/> <input type="button" value="No"/>

- Select **No** to continue editing or approving the CoE.
- Select **Yes** to cancel and Exit. A confirmation message is displayed.

Confirmation
The Confirmation-of-Enrolment for DOE, Test has been successfully cancelled.
To continue using PRISMS please select a menu option from the left of this page. When you have finished using PRISMS, please remember to select the Logout option at the top of the page.

6.2.12 Update CoE Status

The ***Update CoE Status*** button appears only for CoE Administrators for an offshore CoE if it remains at ***Approved*** or ***Expired*** status after the course start date has passed and the student has commenced study.

This button allows CoE Administrators to:

- Confirm Commencement of Study, or
- Report on the CoE as required.

Clicking on the ***Update CoE Status*** button updates the status of the CoE to:

- ***Studying***: when the course end date is greater than today.
- ***Finished***: when the course end date is less than today.



- If a CoE is an offshore CoE and a visa was not granted within 180 days of application, its status automatically changes to ***Expired***.
- If a CoE is an onshore CoE and the course start date passes, its status automatically changes to ***Studying***.

6.2.13 Confirm Study Commencement

This button appears on all the CoE tabs for an existing onshore CoE of status ***Studying*** (when the course start date has passed and the system updates the status to ***Studying***).

This button is optional as it is assumed the student is studying unless reported otherwise via a SCV.

After the ***Confirm Study Commencement*** button is selected, the ***Confirm Study Commencement*** page is displayed.

Confirm Study Commencement

If the student who has enrolled with you has commenced their course of study and has requested you to confirm their commencement to Immigration in relation to an application for permission to work, and you wish to make this confirmation electronically, please click on the [***Student has commenced course***](#) button.

CoE Status: ***Studying***
 CoE Code: **A5A5A999**
 Student: **DOE, Test1**
 Provider: **SAMPLE COLLEGE 1 [12345A]**
 Course: **Diploma of Automotive Technology [097724F]**
 Start Date: **12/10/2020**
 End Date: **10/10/2021**

[***Student has commenced course***](#)

Click the ***Student has commenced course*** button to confirm.

This will add the event ***Provider confirmed Commenced Study*** to the CoE event history.

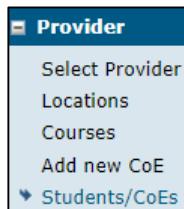
6.3 Students/CoEs

This function can be used to manage existing student and CoE information and is available for accounts with CoE Administrator, CoE Create, CoE Agent or IDP User access. The tabs and buttons (actions) displayed will vary depending upon your user account access, the CoE Status and details, and the student details. This function can be used to add CoEs.

Accounts with CoE Agent and IDP User access:

- Can only view CoEs details for CoEs that they have created
- Can only view/print or save a CoE Certificate if the approver selected ***Creator Deliver CoE Certificate*** button.

1. Select from the left-hand menu: **Provider > Students/CoEs**.



The **Provider Students/CoEs** page is displayed.

Provider Students/CoEs

Use this page to manage existing Student and CoE related information for Sample College 1 [12345A]
Depending on your access level, this includes the ability to view and add Student Course Variations, edit provider-specific Student details, and view the history of events for individual CoEs

Search Criteria

CoE Code:	<input type="text"/>	Student Search Help
Provider's Student ID:	<input type="text"/>	Training (Online)
Student's Passport Number:	<input type="text"/>	You only need to specify one of the above criteria in order to perform a search (these will override any criteria specified below)
CoE Status:	<input type="button" value="▼"/>	
First or Second Name:	<input type="text"/>	
Family Name:	<input type="text"/>	
Date of Birth:	<input style="width: 100px; height: 25px; border: 1px solid #ccc; padding: 2px 5px;" type="text"/>	
Gender:	<input type="radio"/> Female <input type="radio"/> Male <input type="radio"/> Indeterminate	
CRICOS Course Code:	<input type="text"/>	
Created from:	<input style="width: 100px; height: 25px; border: 1px solid #ccc; padding: 2px 5px;" type="text"/>	
Created to:	<input style="width: 100px; height: 25px; border: 1px solid #ccc; padding: 2px 5px;" type="text"/>	
<input type="checkbox"/> Only display CoEs created by TEST, Agent4		

Effective from February 2022

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A. Enter your search criteria.

	Search Criteria
	Avoid being too specific. This allows PRISMS to find records that may have names entered with spelling differences or special characters (hyphens, accents etc.). If you believe that a student already has a record at your provider, but is not shown in the results, make the search as 'wide' as possible. At large providers, this may produce too many results.

B. Press the Search button.

- A. **If one CoE record was found**, PRISMS will display the **Enrolment Details** tab for the CoE. See section **6.2.5 Enrolment Details**.
- B. **If multiple students or CoE records were found**, PRISMS will display the **Search Results** as a list (and the search criteria that was used), as shown below.

Provider Students/CoEs					
<p>Use this page to manage existing Student and CoE related information for SAMPLE COLLEGE 1 [12345A]. Depending on your access level, this includes the ability to view and add Student Course Variations, edit provider-specific Student details, and view the history of events for individual CoEs.</p>					
Search Criteria	Search Results				
<p>Click on a Student or CoE from the list below to View or Edit the item.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%; padding: 5px;">  DOE, Test2(03/12/1988) Provider's Student Id: 5654321 </td> <td style="width: 85%; padding: 5px;"> 30/04/2018 26/04/2020 Cancelled <div style="margin-top: 5px;">  A98AF76 Diploma of Nursing[096215B] ▼ 22/03/2019 Variation Reason: Student Refunded ▼ 11/03/2019 Variation Reason: Provider unable to deliver course </div> </td> </tr> <tr> <td style="width: 15%; padding: 5px;">  DOE, Test(01/01/2005) Provider's Student Id: 123456 </td> <td style="width: 85%; padding: 5px;"> 01/07/2021 01/12/2022 Approved <div style="margin-top: 5px;">  A12AF23 Advanced Diploma of Accounting[094894A] Expand All Collapse All </div> </td> </tr> </table> <p style="font-size: small; margin-top: 5px;"> <i>Showing Students and CoEs with organisation [3887]; first or second name like 'Te'; family name like 'DO'; gender is 'FEMALE'; created by 45757. Found 2 Students and 2 CoEs matching search criteria</i> </p>		 DOE, Test2 (03/12/1988) Provider's Student Id: 5654321	30/04/2018 26/04/2020 Cancelled <div style="margin-top: 5px;">  A98AF76 Diploma of Nursing[096215B] ▼ 22/03/2019 Variation Reason: Student Refunded ▼ 11/03/2019 Variation Reason: Provider unable to deliver course </div>	 DOE, Test (01/01/2005) Provider's Student Id: 123456	01/07/2021 01/12/2022 Approved <div style="margin-top: 5px;">  A12AF23 Advanced Diploma of Accounting[094894A] Expand All Collapse All </div>
 DOE, Test2 (03/12/1988) Provider's Student Id: 5654321	30/04/2018 26/04/2020 Cancelled <div style="margin-top: 5px;">  A98AF76 Diploma of Nursing[096215B] ▼ 22/03/2019 Variation Reason: Student Refunded ▼ 11/03/2019 Variation Reason: Provider unable to deliver course </div>				
 DOE, Test (01/01/2005) Provider's Student Id: 123456	01/07/2021 01/12/2022 Approved <div style="margin-top: 5px;">  A12AF23 Advanced Diploma of Accounting[094894A] Expand All Collapse All </div>				

The Students/CoEs search returns a maximum of 100 students.

If the correct student cannot be found, then check the search criteria. If you are certain that you need to add a student, then follow the instructions in section **6.2 Add new CoE**.

NOTE: If too many students are returned, click the **Search Criteria** tab, and refine the search criteria.

If a student has more than one CoE, you can view all the student's CoEs by clicking on the + symbol next to their name or click the **Expand All** link.

If a CoE has a SCV then the variation reason is shown.

- C. Click on the link for Student or CoE to display the details.

	All the tabs and fields for Students/CoEs are exactly as per section 6.2 Add new CoE .
---	---

6.4 Approve a CoE

After the person who created the CoE has entered all the details on the CoE they save the CoE and can submit it for approval. The CoE administrator/s for the provider will receive a notification.

The approval function is available for accounts with CoE Administrator access.

1. Select the **home** page > **Outstanding CoEs tab**. (You can select the **Home** page at any time by clicking on the **Home** menu item from the horizontal menu bar).

The **Outstanding CoEs** tab is displayed.

Action Required	CoE Status	Student Name	Notes	Created By	Created
Approve/Cancel	Pending	DOE, Test1	Course: Diploma of Horticulture [012345A]	Smith, Test2	02/06/2021

Page 1 of 1 (from 1 row): 1

Click on the row to display the CoE, and the **Enrolment Details** tab is displayed. See section **6.2 Add new CoE** for information about the entry fields for each tab.

2. **For each tab:** Review the details, make any corrections, and click **Save and Next** button to display the next tab.

The final tab, the **Agent Details tab** is displayed.

In order to add a new Confirmation of Enrolment (CoE) for Sample College 2 [12345A] you must indicate whether or not an agent was involved in the enrolment of the student and provide details if an agent was involved.

Agent involved No/Ignore Agent involved

Approve CoE Save and Exit Cancel CoE

3. Review the details, make any corrections, and click **Approve CoE** or **Cancel CoE** buttons.

If the ***Cancel CoE*** button was selected, a confirmation message is displayed.

Confirmation
Cancel CoE - Are you sure you wish to cancel this CoE?
<input type="button" value="Yes"/> <input type="button" value="No"/>

- Click the **Yes** button if you are sure and want to continue to cancel the CoE, or
- Click the **No** button if you are unsure and leave the CoE at the current status.

	You must end any Welfare Arrangements for the CoE <u>before cancelling</u> the CoE. See section 7 Manage Welfare Arrangements .
---	---

If the ***Approve CoE*** button was selected, and the student is not under 18 years at course commencement, the CoE Approval Confirmation is displayed (see next page).

If the ***Approve CoE*** button was selected and the student is under the age of 18 years at course commencement, the Welfare Arrangement message is displayed.

Welfare Arrangement
I confirm that the submitted welfare arrangement details for this CoE are correct.
<input type="button" value="Yes"/> <input type="button" value="No"/>

- Click the **Yes** button if you are sure the Welfare Arrangements are correct and continue the approval process, or
- Click the **No** button if you are unsure, and then select the **Enrolment Details** tab to check the Welfare Arrangements. See section **7 Manage Welfare Arrangements** for all information on Welfare Arrangements, Welfare Letter and Parent/Guardian Contact details.

6.4.1 CoE Approval Confirmation

In the final step of the CoE approval process, the approver chooses who will print and deliver the CoE to the student.

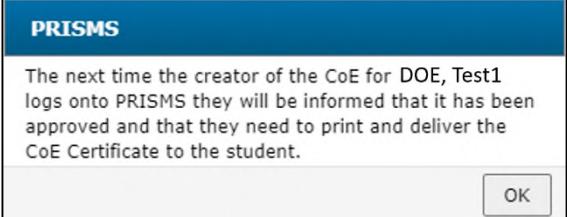
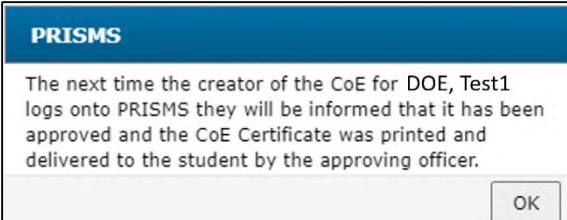
CoE Approval Confirmation

 The Confirmation-of-Enrolment for **DOE, Test** has been successfully approved.

To continue using PRISMS please select a menu option from the left of this page. When you have finished using PRISMS, please remember to select the Logout option at the top of the page.

CoE Approval Tasks	
View and/or print the CoE Certificate for DOH, Test. The CoE Certificate will open in a new window.	 View/Print CoE Certificate
	 Save CoE Certificate
View and/or print the Under 18 Student Accommodation and Welfare Confirmation Letter for DOH, Test. The letter will open in a new window.	 View/Print Student Welfare Letter
Create another CoE for DOH, Test. You will be redirected to the Choose Course/Location screen.	 Add Another CoE to Student
Inform the creator of this CoE that the CoE for DOH, Test has been approved and ask them to print the CoE Certificate and deliver it to the student.	 Creator Deliver CoE Certificate
Inform the creator of this CoE that the CoE for DOH, Test has been approved and the approving officer will print and deliver the CoE Certificate to the student.	 Inform Creator CoE Approved

4. Click on the Creator **Deliver CoE Certificate** or **Inform Creator CoE Approval** button.

Click the Button	Results
Creator Deliver CoE Certificate 	This enables the person who created the CoE to print the approved CoE. When the person who created the CoE next signs in (with the selected provider) an alert will inform them that the CoE has been approved and asks them to print the CoE and deliver the CoE certificate to the student. A confirmation message is displayed. 
Inform Creator CoE Approved	When the person who created the CoE next signs in (with the selected provider) an alert will inform them that the CoE has been approved and the approving officer will print and deliver the CoE certificate to the student. A confirmation message is displayed.  NOTE: You (the approver) need to: 5. Click the link View/Print CoE Certificate

	<ol style="list-style-type: none">6. Click the link Save CoE Certificate7. View/Print Student Welfare Letter (if student aged under 18) The provider must sign the letter and send it to the student.8. Deliver the CoE certificate to the student<ul style="list-style-type: none">• It is essential that you do this as the student will need to present the CoE certificate with their application for a student visa.• CoEs can either be posted to a student, emailed, or faxed to a student
--	--

Add Another CoE to Student: this link navigates to **Choose Course/Location** to allow the approver to create another CoE. See section **6.2.4 Choose Course/Location**.



NOTE: before selecting the **Add Another CoE to Student** link you should first click the **Creator Deliver CoE Certificate** or **Inform Creator CoE Approved** button and complete any required actions for the approved CoE , as the link **Add Another CoE to Student** will navigate away from this page.

6.5 Print a CoE

6.5.1 Person who created the CoE to print an Approved CoE

Accounts with CoE Create, CoE Agent or IDP User can create CoEs that must be approved by a user with a CoE Administrator account.

During the approval process the CoE Administrator chooses if they or the person who created the CoE will print and deliver the CoE to the student.

If the CoE Administrator chooses the creator to print the CoE and deliver to the student, then the creator receives an alert. Alerts are displayed on the **Home** page.

	<p>Alerts are only shown for <u>currently selected provider</u>. If you are registered with multiple providers, then: 1. Select from the left-hand menu: Provider > Select Provider and choose a provider. 2. Click on the Home menu item from the horizontal menu bar to see the alerts.</p>
---	---

There are two ways to access your approved CoEs:

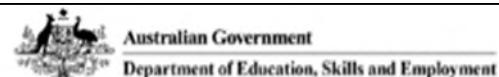
- Click on the **Alerts** tab on your **home** page, or:
- Select from the left-hand menu: **Provider > Students/CoEs** and Search for the required CoE. See section **6.3 Students/CoEs**.

On the **Alerts** tab, **Alert Type = Print/Deliver CoE** shows approved CoEs ready to be printed and delivered to the student.

Alerts (1)	Outstanding CoEs (0)	Welfare Arrangements (0)	Defaulting CoEs (0)								
Click on an item in the list to view or print the CoE Certificate: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th style="width: 10%;">Alert Type</th> <th style="width: 60%;">Description</th> <th style="width: 10%;">Date ▾</th> <th style="width: 20%;">Raised By</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><input type="checkbox"/> Print/Deliver CoE</td> <td>The CoE for DOE, Test1 has been approved. Please print and deliver the CoE Certificate to on behalf of the education provider.</td> <td style="text-align: center;">03/06/2021</td> <td></td> </tr> </tbody> </table> <div style="text-align: right; margin-top: 5px;"> Export to Excel </div> <div style="text-align: right; font-size: small; margin-top: 5px;"> Select All Deselect All Mark as Read </div>				Alert Type	Description	Date ▾	Raised By	<input type="checkbox"/> Print/Deliver CoE	The CoE for DOE, Test1 has been approved. Please print and deliver the CoE Certificate to on behalf of the education provider.	03/06/2021	
Alert Type	Description	Date ▾	Raised By								
<input type="checkbox"/> Print/Deliver CoE	The CoE for DOE, Test1 has been approved. Please print and deliver the CoE Certificate to on behalf of the education provider.	03/06/2021									

	<ul style="list-style-type: none"> • Alerts of type Print/Deliver CoE are removed after they were viewed/actions. • If you undertake to provide a copy of a CoE to a student, you must ensure that this is done. • CoEs can either be posted, emailed, or faxed to a student. It is essential that you do this as the student will need to present it with their application for a student visa. • The CoE Certificate will include the full address details of the Department of Home Affairs office at which the student will need to apply for their visa.
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- Click on the row to select the CoE and the CoE Certificate, which can then be downloaded, opened, or saved. An example CoE Certificate is shown on the next page.
- Print and deliver or Email the certificate to the student.



A12AE567

Overseas Student Confirmation-of-Enrolment (CoE)

A. INFORMATION FOR OVERSEAS STUDENTS

THIS IS NOT A VISA AND DOES NOT ACT AS AN EXTENSION OF YOUR VISA.

You may check your visa status through Visa Entitlement Verification Online (VEVO) at:
[http://www.homeaffairs.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-\(vevo\)](http://www.homeaffairs.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-(vevo))

To apply for your student visa to study in Australia go to <http://www.homeaffairs.gov.au/TraV/Stud>. Follow the information on the website to lodge your application online. Please note you are able to attach supporting documentation when lodging your application.

B. COURSE DETAILS

Provider: Sample College 2 [12345A]

Telephone:

Email: college1ofhorticulture@gmail.com

Course: Diploma of Horticulture [092593G]

Course Level: Diploma

Course Start Date: 01/07/2021

Course End Date: 11/12/2021

Initial Pre-Paid Tuition Fee: SAU 30, From: 01/07/2021, To: 10/07/2021

Other Pre-Paid Non-Tuition Fee: SAU 30

Total Tuition Fee: SAU 6,000

C. STUDENT DETAILS

Courtesy Title: Ms

Family Name: DOH

Given Names: Test1

Gender: Female

Date of Birth: 19/03/2000

Country of Birth: India

Nationality: India

Provider arranged Overseas

Student Health Cover (OSHC): No

English Test Exemption: Completed (within the past 2 years) in Australia in English: Requirements for senior secondary certificate of education

Comments:

D. NOTES

The information provided on this form is required by the Australian Government Department of Education, Skills and Employment, and the Australian Government Department of Home Affairs as evidence of enrolment in a course registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) - <http://cricos.education.gov.au>

1. The offer of a place and enrolment of the student must be made in accordance with the provisions of the Education Services for Overseas Students (ESOS) Act 2000; the ESOS Regulations 2010 and the National Code of Practice for Registration Authorities and Providers of Education to Overseas Students (The National Code 2018).
2. This information will be made available to other Australian Commonwealth, State or Territory government agencies.

IMPORTANT

- Keep this CoE and your Written Agreement while you are in Australia
- Find out more about living and studying in Australia (including quality assurance) at www.studyinaustralia.gov.au

Created: 03/06/2021 21:52:04 Updated: 03/06/2021 21:53:50

View/Print Student Welfare Letter: see section 7.1.2 View/Print Current Accommodation/Welfare Letter.

6.6 Edit or Cancel a CoE

The CoE status determines if it can be edited or cancelled.

For full details see section **6.1 Definitions of CoE statuses**.

Status	Description
Saved	CoE is incomplete and can be edited or cancelled by the creator. See section 6.6.1 Status = Pending or Saved - Provider can edit or cancel the CoE .
Pending	CoE can be edited or cancelled by the creator. See section 6.6.1 Status = Pending or Saved - Provider can edit or cancel the CoE .
Approved	The CoE cannot be edited in its current form. CoE can only be cancelled by a CoE Administrator at your organisation. A Student Course Variation may still be applied to edit or cancel it. See section 8 Student Course Variations .
Cancelled	CoE cannot be edited.
Expired	CoE can have the status updated by CoE Administrators via the Update CoE Status button, located on the View/Edit CoE page below the View/Print CoE Certificate link. This button only appears if an offshore CoE remains at Approved or Expired status even after the course start date has passed and the student has commenced study.
Visa Granted	CoE cannot be edited or cancelled in its current form. You must complete a Student Course Variation to edit or cancel it. See section 8 Student Course Variations .
Finished	CoE cannot be edited or cancelled in its current form. A Student Course Variation may still be applied to a Finished CoE if you wish to report that a student has failed to meet course requirements, or you need to process some form of correction to that CoE.
Reported on	Historical status, which is no longer in use

6.6.1 Status = Pending or Saved - Provider can edit or cancel the CoE

To access your **Saved** CoE at any time:

- Select the **home** page > **Outstanding CoEs** tab and select the CoE.
(You can select the **Home** page at any time by clicking on the **Home** menu item from the horizontal menu bar)

Action Required	CoE Status	Student Name	Notes	Created By	Created
Approve/Cancel	Pending	DOE, Test	Course: Diploma of Horticulture [092593G]	TEST, Agent4	17/06/2021

- Select from the left-hand menu: **Provider > Students/CoEs** and Search for the required CoE.
See section **6.3 Students/CoEs**.

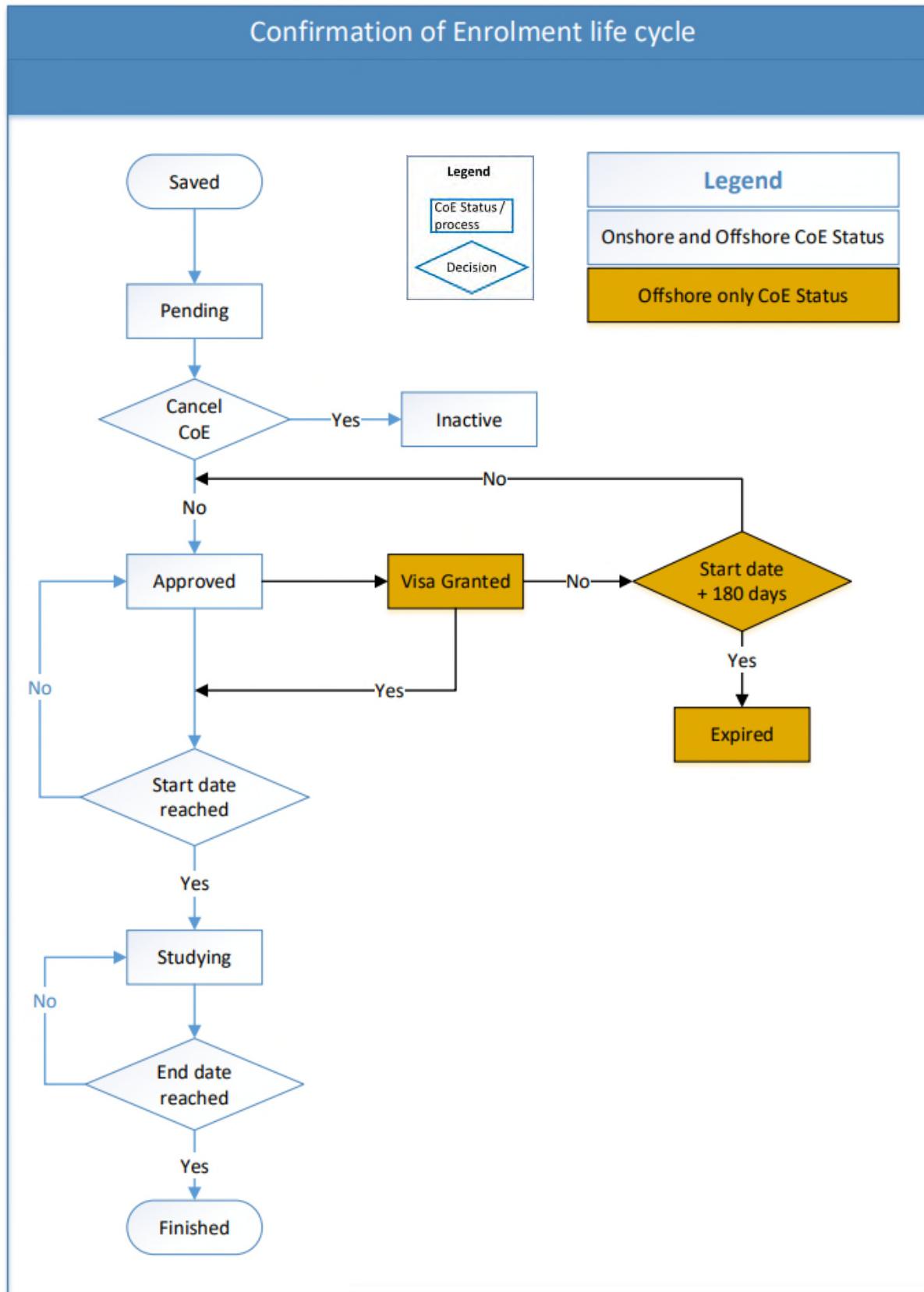
6.6.2 Status = Approved, Cancelled, Visa Granted or Expired

Provider can issue a Student Course variation. See section **8 Student Course Variations**.

NOTE: Sometimes you may have a CoE for a student who is studying at your Organisation but their CoE has a status of *Expired*.

6.7 Appendix A – Confirmation of Enrolment Lifecycle

During the CoE lifecycle, the CoE can be cancelled or have SCV completed at any time.



7 Manage Welfare Arrangements

This section describes Welfare Arrangements. Welfare Arrangements are put in place by the provider when they accept responsibility for approving Welfare Arrangements for students who are the primary applicant on a visa and are under the age of eighteen at the time when they commence study.

Welfare Arrangements usually cover the period from commencement of study until the student's eighteenth birthday, or as per Standard 5.6 of the National Code:

- the student has alternative welfare arrangements approved by another registered provider,
- care of the student by a parent or nominated relative is approved by Immigration,
- the student leaves Australia,
- the registered provider has notified Immigration under Standard 5.3.6 that it is no longer able to approve the student's welfare arrangements, or
- under Standard 5.5 that it has taken the required action after not being able to contact the student.

7.1 Create welfare arrangement for a CoE

Welfare Arrangements are only displayed if:

- the student is under 18 years of age on the Course Commencement Date
- the provider accepts responsibility for approving the welfare arrangement.

Is provider accepting responsibility for approving welfare arrangements?: if the provider does not then choose **No**, and then complete the **Parent/Guardian Contact** tab. See section 7.1.1,

Parent/Guardian Contact tab.

Welfare Arrangements can be created:

- When creating a new CoE (section **6.2 Add new CoE**) and including Welfare Arrangement details; or
- When editing an existing CoE with Welfare Arrangements see section **7.3 Scenarios: How to change welfare depending on CoE status**.

No Welfare Arrangement	Changing Welfare Arrangement NOTE: This option is only available when there is an existing Welfare arrangement for the CoE.
1. Select the CoE 2. Select the Enrolment Details Tab. Note the link Change... beside the question <i>Is the provider accepting responsibility for approving welfare arrangements?</i>	1. Select the CoE. 2. Select the Welfare Details tab. If the CoE is status Granted , a) Click on the Edit Welfare Dates button b) Enter the Welfare start and End dates c) Click the Save button.

<p>3. Click on the Change... link</p> <div style="border: 1px solid #ccc; padding: 5px;"> <p>Proposed Course Start Date: 01/10/2021 Proposed Course End Date: 01/04/2022 Actual Course Start Date: Actual Course End Date:</p> <p>Is the provider accepting responsibility for approving welfare arrangements?: No Change...</p> </div> <p>The Add welfare details page is displayed.</p> <ol style="list-style-type: none"> 4. Enter the welfare details. 5. Click the Save button. <p>The Welfare Details will be added to the CoE.</p>	<p>d) Click the Create Welfare arrangements button to create the new Welfare Arrangements.</p> <p>If the CoE is status Studying,</p> <ol style="list-style-type: none"> a) Click the End Welfare arrangements button (see section 7.3 Scenarios: How to change welfare depending on CoE status). b) Click on the Edit Welfare Dates button, and leave the nominated welfare start date as is (see section 7.3 Scenarios: How to change welfare depending on CoE status).
---	--

Providers must enter the nominated start and end dates of the period for which they are willing to accept responsibility for approving accommodation, support, and Welfare Arrangements. The minimum CAAW length must be the same period as your CoE plus seven days at the end of your enrolment or until you turn 18. It is recommended that providers take responsibility for welfare arrangements at least seven days before the course starts

If a student remains a minor throughout the course, the CoE Administrator must enter the Nominated Welfare Start and End date.

NOTE: If a student turns 18 during the course, the CoE Administrator must enter only the Nominated Welfare Start date. ***The system will populate the Nominated Welfare End date on the student's 18th birthday.***

When creating a new CoE the Welfare Arrangements fields are on the **Enrolment Details** tab.

* Denotes a mandatory field.

* Denotes a mandatory field.

Type of Stay: select from the list in the drop-down box.

Welfare Comments: optionally enter any comments related to the Welfare Arrangements – these could include any stipulated restrictions regarding the student's welfare.

	<p>Nominated Welfare Start Date</p> <ul style="list-style-type: none"> This is the date the student intends to be in Australia. Welfare Start date must be at least one week prior to course start date.
--	---

7.1.1 Parent/Guardian Contact tab

When a provider does not accept the responsibility for welfare arrangements, the ***Parent/Guardian Contact*** tab is displayed.

Parent / Guardian Contact Details		Parent / Guardian Contact Help
* First Name:	Test5	
* Family Name:	DOE	
* Relationship:	Mother	
* Address:	15 Sample Street	
* Suburb/City/State:	Samplertown	
* Country:	Australia	
* Postcode:	2000	
Mobile Number:	04123456789	
Home Number:		
Email Address:		
<input type="button" value="Save and Next"/> <input type="button" value="Save and Exit"/>		

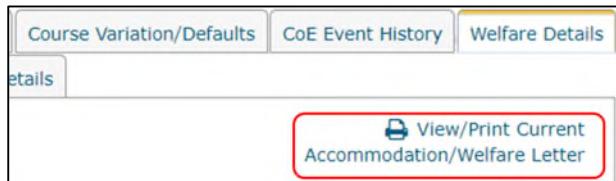
Enter contact details.



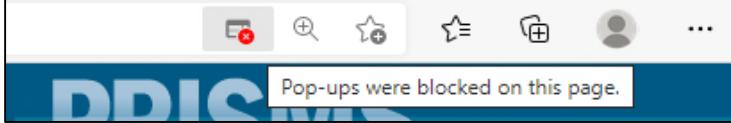
When a parent is not the nominated person, only an authorised person can act on behalf of or represent the student. The authorised person must be an individual other than the education provider. For more information see: [Welfare arrangements for students under 18](#)

7.1.2 View/Print Current Accommodation/Welfare Letter

Once the CoE is completed and **Approved** including the welfare arrangement, navigate to the **Welfare Details** tab.



To download and save/print the welfare letter, called a Confirmation of Appropriate Accommodation and Welfare (CAAW), click on the link **View/Print Current Accommodation/Welfare letter**.

	If you receive a message that pop-ups were blocked, then adjust your pop-up settings. 
---	---

An example student's welfare letter is shown below.

UNDER 18 STUDENT VISA APPLICANT - EDUCATION PROVIDER'S CONFIRMATION OF APPROPRIATE ACCOMMODATION/WELFARE ARRANGEMENTS	
A. CoE CODE: A99AEF99	
B. INFORMATION FOR UNDER 18 OVERSEAS STUDENTS	
To apply for your student visa to study in Australia go to www.homeaffairs.gov.au/Trav/Stud . Follow the information on the website to lodge your application online. Please note you are able to attach supporting documentation when lodging your application.	
C. STUDENT DETAILS	
Name: Ms Test DOH Gender: Female Date of Birth: 01/01/2005 (Age: 16) Passport Number: A5555555	
D. COURSE DETAILS	
Course Name: Advanced Diploma of Business [088792] Course Start Date: 01/07/2021 Course End Date: 10/05/2022	
E. WELFARE DETAILS	
Nominated Welfare Period Start Date: 16/06/2021 End Date: 17/06/2022 Type of Stay: Homestay Comments: some comments about the homestay arrangements	
F. PROVIDER DETAILS	
Provider Name: International College of Horticulture Provider Address: PO BOX 223 Sunnybank Sh. Qld 4109 Australia Telephone: 0419999999 Fax: Email: internationalcollegeofhorticulture@gmail.com	
(Please print clearly)	
I, [redacted], being the Principal Executive Officer or person authorised by International College of Horticulture Pty Ltd [999998] (trading as: International College of Horticulture) for the course to which the student's visa will relate, confirm that appropriate arrangements have been made for the student's accommodation, support and general welfare in Australia.	
Name: [redacted] Position: [redacted] Signed: [redacted] Date: [redacted]	
G. INFORMATION FOR EDUCATION PROVIDERS	
Together, Migration Regulations and public interest criterion 4012A require that, to be granted a student visa, for an applicant who: <ul style="list-style-type: none"> a. has not turned 18; and b. is not an AusAID or Defence student; and c. will not be residing during their intended stay in Australia with: <ul style="list-style-type: none"> i. a parent or person who has legal custody of them; or ii. a relative* nominated by a parent or legal custodian who is aged at least 21 years and is of good character; a signed statement must be given to the Minister by the education provider for the course in which the student is enrolled confirming that appropriate arrangements have been made for the student's accommodation, support and general welfare during their stay in Australia. *Under Migration Regulation 1.03 a relative means a spouse, parent, brother or sister, grandparent, aunt, uncle, niece or nephew, step-uncle/aunt/niece or nephew.	
Additional information about "Arrangements for students under 18 years of age" can be found on the Department of Home Affairs web site at: http://www.homeaffairs.gov.au/Busi/Educ/Educ	

The CAAW offers a degree of flexibility to onshore students but leaves several areas that include actions that take place outside of PRISMS, such as Welfare Arrangements that are not covered by a CAAW. These include where a student may:

- No longer be on a student visa between the end of one course and the start of another.
- Moving from one CoE to another, and the second provider does not want to accept welfare responsibility.
- Students staying in Australia at the end of year 12 and entering university, where the university does not accept welfare.
- Students staying in Australia at the end of year 12 and entering university, where the student turns 18 just before university starts.

In such circumstances, Welfare Arrangements for the gap period should be discussed with the student, parents, and the new provider.

7.1.3 Updating/Adjusting welfare details in a CoE at status Visa Granted and Studying.

Apart from regular adjustment of welfare details/arrangements, COVID-19 has created a situation where providers may be required to change Welfare Arrangements rapidly to reflect changing circumstances. Changes to CAAWs can fall into two broad categories:

- **Temporary changes** to CAAWs, for example, changing addresses or homestay information to cover temporary events, can be made in existing CAAWs by accessing the CoE, selecting the **Welfare** tab and clicking on the **Change of Accommodation/ Welfare Letter** button.
- **Permanent changes** to CAAWs (such as a change in Welfare Arrangements) that can be made via cancellation and re-creation of the CAAW.

The CoE Administrator can record changes in Welfare Arrangements to existing **Visa granted** or **Studying** CoEs for students where no current Welfare Arrangements were recorded for the CoE.

When a CoE is created/issued for the purposes of a visa application it must specify the nominated welfare dates. The minimum CAAW length must be the same period as your CoE plus seven days at the end of your enrolment or until you turn 18. It is recommended that providers take responsibility for welfare arrangements at least seven days before the course starts.

When a CoE is status **Visa Granted** the welfare dates can coincide with course start and end dates.

Updating Welfare Arrangements:

No Welfare Arrangement	Changing current Welfare Arrangement NOTE: This option is only available when there is an existing Welfare arrangement for the CoE.
<p>1. Select the Enrolment Details tab.</p> <p>Note the link Change... beside the question Is the provider accepting responsibility for approving welfare arrangements?</p> <p>Click on the Change...link and enter the welfare details.</p> <p>This will change the No to Yes.</p> <div style="border: 1px solid #ccc; padding: 5px;"> <p>Proposed Course Start Date: 01/10/2021 Proposed Course End Date: 01/04/2022 Actual Course Start Date: Actual Course End Date:</p> <p>Is the provider accepting responsibility for approving welfare arrangements?: No Change...</p> </div>	<p>1. Select the Welfare Details tab.</p> <p>If the CoE status is Visa Granted:</p> <ol style="list-style-type: none"> Click on the Edit Welfare Dates button. Enter the Welfare Start and End dates and click the Save button. Click on Create Welfare Arrangement button to create a new welfare arrangement. <p>If the CoE status is Studying:</p> <ol style="list-style-type: none"> Click on End Welfare Arrangement button to End the welfare. (See section 7.3 Scenarios: How to change welfare depending on CoE status) Click the Edit Welfare date button, and leave the nominated welfare start date as is. (see section 7.3 Scenarios: How to change welfare depending on CoE status)

7.1.4 End Welfare Arrangement

For an existing CoE, this button appears on the **Welfare Details** tab. The Welfare Arrangement can be ended for several reasons, for example, Student transferred to another provider; Student will be cared for by parent/relative; Student completed course and left provider; Other/ Student came of age as is no longer a minor.

Use the **End Welfare Arrangement** button to enter a termination reason and comments.

After the **End Welfare Arrangement** button is clicked, the **Welfare arrangements** page is displayed.

Welfare arrangements

Nominated welfare start date: 25/06/2021

Nominated welfare end date: dd/mm/yyyy

* Termination reason:

- Student transferred to another provider
- Student will be cared for by parent or nominated relative approved by DIBP
- Student completed course and left provider
- Other

Save Cancel

Nominated welfare end date: the date should be seven days after the course end date, or when the student turns 18.

Termination reason: select from the drop-down list.

Welfare comments: add any comments to describe the situation.

Click the **Save** button and an entry is added into the welfare history.

7.2 View a list of Welfare Arrangements

Users with CoE Administrator access can view a listing of all current CoEs where the provider has indicated in PRISMS that they have accepted responsibility for approving the Welfare Arrangements for the student.

The **Home** page has two tabs referring to welfare: **Welfare Arrangements** and **Welfare Alerts**.

7.2.1 Welfare Arrangements home page tab

- Select the **Welfare Arrangements** tab. The number indicates the total number of current CoEs where the provider has taken on the responsibility for approving the Welfare Arrangements.

Alerts (0) Outstanding CoEs (1) Visa Actions (0) Welfare Arrangements (1) Welfare Alerts (0) Defaulting CoEs (0)

1 Welfare Arrangement (current or future) has been found at Sample College 1 [12345A]
A full listing of students with current or future welfare arrangements is available on the [Welfare Arrangements Export](#).

- To obtain a detailed listing of Welfare Arrangements, click on the **Welfare Arrangements Export** link.
- This will display an EXCEL spreadsheet of data that contains details of the students and CoEs where the provider has accepted responsibility for approving Welfare Arrangements.

7.2.2 Welfare Arrangements Details Export

This function is available to users with CoE Administrator access to view a listing of all current CoEs.

The list also indicates those current CoEs where the provider has indicated that they no longer approve of the Welfare Arrangements for that student.

1. Select from the left-hand menu: **Reports > Data Exports >**

Information
My Organisation
Provider
Agents
Reports →

Reports

Select a report:

Data Exports

- CoE and Student Export
- CoE Payment Export
- CoE Status Change Export
- Coronavirus Impact Export
- Course and CoE Numbers Export
- Course Cost Comparison Export
- Course Duration Comparison Export
- Course Export
- Course Location Export
- Course Name Change Export
- Locations without GeoCode Data Export
- Parent or Guardian Contact Details Export
- Provider And Student Defaults Export
- Provider Protected Amount Export
- Student Contact Details Export
- Student Course Variation Export
- Visa Refusal Export
- Welfare Arrangement Details Export**

2. Select the **Welfare Arrangements Details Export**.

The selection entry page is displayed (shown at right of your page).

The screenshot shows a web-based form titled "Welfare Arrangement Details Export". At the top right is a "Help" link. Below the title is a descriptive text: "To create a Welfare Arrangement Details Export (in Excel format), please specify one or more search criteria in the form below and click on the Generate report button." The form contains five dropdown menus for filtering search criteria:

- "Is Provider Accepting Responsibility?" set to "All"
- "Registered State:" set to "All"
- "Course Status:" set to "All"
- "Created after:" set to "01/07/2007" with a calendar icon
- "Created before:" set to "25/08/2021" with a calendar icon

At the bottom of the form are two buttons: "Generate Report" and "Generate Comma-Separated".

3. Enter the selections and click the **Generate Report** button or **Generate Comma-Separated** button.
4. An Excel spreadsheet is generated, and can then be downloaded, opened, or saved.

7.2.3 Welfare Alerts home page tab

This tab can be displayed by users with CoE Administrator or CoE Creator access.

When selected this tab displays Welfare Arrangements clashes, where Welfare Arrangements for a CoE clash with a CoE from another provider.

Alerts (0)	Outstanding CoEs (3)	Visa Actions (0)	Welfare Arrangements (0)	Welfare Alerts (4)	Defaulting CoEs (0)
The CoEs below have Welfare Arrangements with another provider that overlap with this provider. Click on an item in the list to view or edit the Welfare Arrangements:					
Alert Type	Description			Date ▾	
<input type="checkbox"/> Welfare Arrangements Clash	Welfare arrangements [CoE Code: A11AAA12] for DOE, Test1	clash with a CoE from another provider		18/10/2012	
<input type="checkbox"/> Welfare Arrangements Clash	Welfare arrangements [CoE Code: A11BBB99] for DOE, Test2	clash with a CoE from another provider		07/12/2012	
<input type="checkbox"/> Welfare Arrangements Clash	Welfare arrangements [CoE Code: A11CCC12] for DOE, Test3	clash with a CoE from another provider		07/12/2012	
<input type="checkbox"/> Welfare Arrangements Clash	Welfare arrangements [CoE Code: B11ABA34] for DOE, Test4	clash with a CoE from another provider		03/02/2019	
Select All Deselect All Mark as Read					

1. Click the row to display/edit the CoE and check the Welfare Start and End Dates and then take whatever action is needed.
2. Later click the **Mark as Read** link to remove alerts that have been actioned.



- When a CoE is cancelled the welfare arrangement is not cancelled (the welfare arrangement should be ended before cancelling the CoE).
- Alerts remain displayed on this tab until the checkbox is clicked and **Mark as Read** is clicked.

7.2.4 View welfare history

For an existing CoE, the **View Welfare History** link appears on the **Welfare Details** tab.

When the link is clicked the **Welfare History** page is displayed.

Welfare History				
The table below displays all welfare changes				
Welfare Start Date	Welfare End Date	Welfare Status	Type of Stay	Date Changed
20/07/2021	09/09/2021	Creation of welfare arrangement	HOME	20/07/2021
01/07/2021	01/01/2023	Change or update to welfare arrangements	OTHER	20/07/2021
01/07/2021	01/01/2023	Creation of welfare arrangement	HOME	17/06/2021
3 records				
Close				

1. Click the **Close** button.

7.3 Scenarios: How to change welfare depending on CoE status



- If a CoE is ending due to early completion then you should adjust any existing Welfare arrangement before ending the CoE.
- If the CoE status is **Pending** or **Approved**, then the **Cancel CoE** button will end the Welfare Arrangements. For other CoE statuses, the **Cancel CoE** button does not end the Welfare Arrangements and access to the Welfare arrangement is restricted when the CoE is status – **Finished** or **Cancelled**.
- **NOTE:** The Welfare Arrangements start and end dates can only be edited for CoEs with a **Studying** status. Welfare dates cannot be edited for CoEs with a **Finished** or **Cancelled** status.

For example, for a CoE at **Studying** status, if a provider wishes to change the welfare start date, but keep the same welfare end date, the system will not allow this by clicking on the **Create welfare arrangement** button. The alert will say '**Welfare arrangement already exists**'. To overcome this, provider needs to click on the **End welfare arrangement** button and enter identical welfare start and end date, then click the **Add welfare details** button and enter the **welfare start/end dates**.

Welfare details saved

Your details have been saved. You will now be taken to the 'Parent/Guardian Contact' tab. Please ensure that these details are accurate

Note – you can always come back to the 'welfare details' tab to print the Accommodation/Welfare letter

OK

- A CoE Administrator can record temporary or subsequent Welfare Arrangements on existing CoEs at status **Approved**, **Visa Granted** or **Studying** for students who are under 18 and where current Welfare Arrangements have been recorded for the CoE.

S	Scenarios for changes to welfare - Confirmation of Appropriate Accommodation/Welfare (CAAW) How CoE Administrators can change or create Welfare Arrangements for an existing student (with a CoE at status Studying or Visa Granted).
A	Extension of CAAW for an enrolled student who is about to finish. <i>My student is finishing Year 12 and would like to remain with the current CAAW arrangement at the education provider, what must I do?</i> <ul style="list-style-type: none"> • Registered providers can choose to take on additional welfare arrangements if they wish. • CoE Administrators can extend the finish date. • Click on the Edit Welfare Dates button • Enter the Welfare start and End dates • Click the Save button.
B	Transfer of CAAW from Education Provider to parents. <i>Initially the student's parents were overseas, and the provider took responsibility of the student's Welfare Arrangements for the entire period of the CoE plus seven days at the end of the CoE duration.</i> <i>Now the student's parents have come to Australia 6 months after commencement of the course and assume the responsibility of the student's welfare.</i> <ul style="list-style-type: none"> • CoE Administrators can end the Welfare Arrangements. • The provider should confirm that the new welfare arrangements are formally in place before terminating the CAAW. • See section 7.1.4 End Welfare Arrangement.
C	Transfer of CAAW from parents to the Education Provider. <i>After staying for 6 months in Australia, the student's parents return to their home country. Now the provider will be responsible for approving the student's Welfare Arrangements for the remaining 1 year of the course.</i> <ul style="list-style-type: none"> • CoE Administrators can create the welfare arrangement. • There should be no gap in welfare arrangements. • See section 7.1 Create welfare arrangement for a CoE.
D	Transfer CAAW to another Education Provider <i>My student will finish the course and commence at a new provider. What must I do?</i> <ul style="list-style-type: none"> • It is not possible to 'transfer' the same CAAW to another provider. • If an overseas student who is under the age of 18 on a CAAW is transferring to another provider, the receiving registered must ensure there is no gap in welfare arrangements. In accepting the overseas student, the receiving provider must liaise with the first provider to ensure the overseas student always has appropriate welfare in place and issue a CAAW letter covering the transition from one accommodation arrangement to another. • However, it is possible to have a Nominated welfare end date beyond the proposed end date of a CoE so there is no gap in welfare arrangements before the receiving provider issued a CAAW.

E	<p>Transfer welfare arrangements to a different Educational Provider</p> <p><i>My student is studying with a different education provider over the school holiday period, what must I do?</i></p> <p>The new education provider must negotiate transfer dates for welfare arrangements with the existing education provider to ensure there is no gap in welfare arrangements at the beginning or end of the school holiday period. The provider must inform the student of their visa obligations to maintain their current welfare arrangements until the transfer dates, or have alternate welfare arrangements approved.</p> <p>At the end of the holiday period, the student will need to ensure that they have appropriate Welfare Arrangements in place, which may require a transfer of Welfare Arrangements back to the initial education provider.</p> <p>These changes can be recorded in PRISMS as follows:</p> <ol style="list-style-type: none"> 1. The existing education provider will record a comment in the CoE Welfare Details tab to indicate the temporary change, noting the temporary arrangement with the new provider over the holiday period and the date for the transfer of welfare arrangement to the new provider and back to the existing provider. 2. The new education provider will create a new CoE and CAAW to cover the duration of the holiday period (the period that has been agreed to with the existing provider).
F	<p>The student refuses to stay in approved accommodation while the provider is still responsible for the student's Welfare Arrangements.</p> <ul style="list-style-type: none"> • CoE Administrators can change the accommodation details and following this, click the Change of Accommodation/Welfare Letter button. • Otherwise, CoE Administrators can report their responsibility for arranging welfare for the student has ceased by clicking the Report Non-Approval button. <ul style="list-style-type: none"> • A registered provider may terminate a CAAW where they can no longer take responsibility for the overseas students as the student is refusing their accommodation, even after the registered provider has exhausted all possible avenues of assisting the student to maintain appropriate arrangements. • In this situation, the provider must report the student within 24 hours through PRISMS. This report should be used as a last resort as it may lead to cancellation of the student's visa. • The provider must make all reasonable efforts to ensure the student's parents or legal custodians are notified immediately if they can no longer take responsibility for the student's welfare.
G	<p>The student's misbehaviour leads the provider to cancel the student's CoE prior to completion of the course.</p> <ul style="list-style-type: none"> • The provider must continue to approve the welfare arrangements for the student until one of the actions listed in Standard 5.6 of the National Code occurs. This includes if the student has alternative welfare arrangements approved by another provider or the student leaves Australia.

H	<p>Offshore student scenario:</p> <p>A student was due to start year 10 in June 2020. The CoE is at Studying status. The student's provider is taking responsibility for her welfare, and she has a CAAW in PRISMS. She has a valid visa but has not been able to travel to Australia. The student has commenced studying at her Australian school via online learning, like many of her Australian peers.</p> <ul style="list-style-type: none">• Providers should manually set the CoE status to Studying and note the student is studying online (approved by a Designated State Authority).• It is valid to defer the student's CAAW because she is offshore.• The CAAW can be left as is or modified. Any changes to the student's CAAW can be made now, or before she travels to Australia.• Once borders are open and students may travel, providers should check or set-up students' OSHC and CAAW and update CoEs accordingly.
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8 Student Course Variations

This section describes Student Course Variations, which are used to record changes to student details, CoE details or to end a CoE.

International students wishing to study in Australia are generally required to hold a current CoE issued by a CRICOS registered provider before the Department of Home Affairs will issue a student visa. The CoE details both the registered course of study the student intends to undertake, as well as the period of study (the proposed course start and end dates).

However not every student completes their course of study exactly as indicated on the CoE. Many students request a change to their enrolment, while some do not fulfil the visa requirements regarding class attendance or course progress.

This means that should a student at your organisation request a change to their enrolment (that is, their CoE) – or perhaps fails to attend class as required or has unsatisfactory course progress – you will need to advise the Department of Home Affairs.

There are several options to give information about accepted students. In PRISMS they are known as SCVs. These include:

- Change to CoE/Student Details
- Termination of student studies prior to completing the course
- Deferring/suspending student enrolment
- Student requests change to existing enrolment
- Unsatisfactory course progress
- Non-commencement of studies

Only CoE Administrators can create a SCV. PRISMS determines the actual SCV to send to Home Affairs – based on the information entered by the CoE Administrator.

- Once the CoE has a status of **Approved** only a CoE Administrator can cancel it.
- PRISMS will update an Offshore CoE to **Expired** if the CoE course start date passes by 180 days and the student has not received a VISA grant for the CoE.



Section 19(1A) of the ESOS Act requires a registered provider to advise of any change to an accepted student's enrolment within 31 days after the event occurs, or 14 days if the accepted student is less than 18 years old, via PRISMS.

In particular, under section 19(2), a registered provider must give particulars of any breach by an accepted student of a prescribed condition of a student visa as soon as practicable after the breach occurs, even if the student has ceased to be an accepted student of the provider.

A SCV may still be applied to a **Finished** CoE if you wish to report that a student has failed to meet course requirements, or you need to process some form of correction to that CoE.

8.1 Add Student Course Variation

Only CoE Administrators can create a SCV.

1. Adding a SCV can be started in either of two ways:
 - Select from the left-hand menu: **Provider > Students/CoEs**, search for and select the CoE (for detailed instructions see section **6.3 Students/CoEs**). Select **Course Variation Defaults** tab. Click the **Add Variation** button.
 - Home page -> Outstanding CoEs tab -> Action required = Report -> click on the record.

The **Course Variation Defaults** tab is displayed

Enrolment Details	Student Details	Payment Details	Course Variation/Defaults	CoE Event History	Student Contacts	Agent Details
 Reporting Quick Reference Guide Only Change Location Add Variation Record Provider/Student Default						

NOTE: Click the link **Reporting Quick Reference Guide** to download the **SCV Quick Reference Guide**.

2. Click the **Add Variation** button.

The Variation Details tab is displayed, with first question, for example:

Variation Details
* Did the student undertake any study in this enrolment?: <input type="text" value="N"/>



NOTE: The text of the first question depends on the status of the CoE.
Your answers determine which subsequent questions and entry fields are displayed.

Several scenarios are provided to cover common situations, with step by step instructions to guide you through the questions and entry fields.

NOTE: circumstances can vary and if the scenarios do not cater to your situation then please contact the PRISMS Help Desk. Email: Prisms@dese.gov.au.

3. Click on one of the links below to select a scenario:

- **Defer or suspend studies**
 - CoE Status = Visa Granted, Studying or Finished
 - Student has been released but CoE status remains as Studying
- **Updates to course details**
- **Non Payment of fees and failure in academic progress**
- **Student withdrew from the course but the CoE was cancelled in error**
- **Add an Agency to a CoE**

8.2 SCV Scenarios

8.2.1 Defer or suspend studies

For students who need to defer their studies, for example if they are affected by COVID-19 restrictions, you may need to defer their CoE in PRISMS.

8.2.1.1 CoE Status = Visa Granted, Studying or Finished

S	<p>I have students who must defer their studies for compassionate reasons due to COVID-19 restrictions.</p> <ul style="list-style-type: none"> • I have some students whose visa has been granted but have not yet commenced study. • Some students have commenced study but cannot return after a break. <p>As such, the status of each CoE is Visa Granted, Studying or Finished. What do I do?</p> <p>You need to create a SCV with the reason deferring/suspending student enrolment and Compassionate or compelling circumstances.</p> <p>The decision to defer the student's enrolment must be made in accordance with Standard 9 of the National Code.</p>
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1. Select from the left-hand menu: **Provider > Students/CoEs**, search for and select the CoE (for detailed instructions see section **6.3 Students/CoEs**).
2. Select **Course Variation Defaults** tab.

3. Click the **Add Variation** button.
4. The **Course Variation Defaults** tab is displayed, with first question. (Later questions for this scenario are also shown).

Did the student undertake any study in this enrolment?: Select 'Y' if student did commence and undertake this study.

Reason for Course Variation: Select 'Deferring/suspending student enrolment'.

Will course end date be affected?: Select 'Y' if the deferment period will affect the end date of the CoE, otherwise select 'N' and go to step 7 The **Deferment Details** tab.

Do you want to create a new CoE for this student?: Select 'Y' if the course end date is affected or you do want a new CoE.

5. Click the **Next** button.

A note is displayed.

Please Note

Amendments to Department of Home Affairs legislation on 27 March 2010 give Immigration discretionary power to cancel a Student visa where an education provider defers or suspends the studies of a Student visa holder because of:

- The student's conduct, or
- The basis of fraudulent/misleading evidence relating to the deferral, or
- Reasons other than genuine compassionate or compelling circumstances, or
- where these circumstances have ceased to exist.

Providers should note that under standard 9 of the National Code of Practice registered providers may only enable students to defer through formal agreement in limited circumstances. These circumstances are limited to either misbehaviour by the student, or compassionate or compelling circumstances (for example: serious injury or illness with a medical certificate stating the student cannot attend classes, or compelling personal circumstances, such as the death of a close family member, that might require the student to return home for an agreed period of time).

OK

6. Click the **OK** button.
7. The **Deferment Details** tab is displayed.

Variation Details	Deferment Details
* Will the student be in Australia over this period?:	<input type="text"/>
* Deferment/Suspension From:	<input type="text"/> dd/mm/yyyy
* Deferment/Suspension To:	<input type="text"/> dd/mm/yyyy

Will the student be in Australia over this period?: Select 'Y' or 'N'.

Deferment/Suspension from date: enter the date.

Deferment/Suspension To date: enter the date.

NOTE: If you do not know the return date, you can choose a date in the future you feel is reasonable. The CoEs can always be changed again if the student is unable to meet this date.

If the date is later than the current CoE **Proposed course end date**, then you should use the current CoE **Proposed course end date** and select 'Y' to the later question **Do you want to create a new CoE for this student?** and use the return date on the new CoE.

The **Other Details** tab is displayed.

Variation Details	Deferment Details	Other Details
* Enter the student's last actual day of study on this CoE:	<input type="text"/> dd/mm/yyyy	
Comments:		

Enter the student's last actual day of study on this CoE: enter the date.

Comments: note the reason for the deferral, for example, “COVID-19 impacts/border closure”.

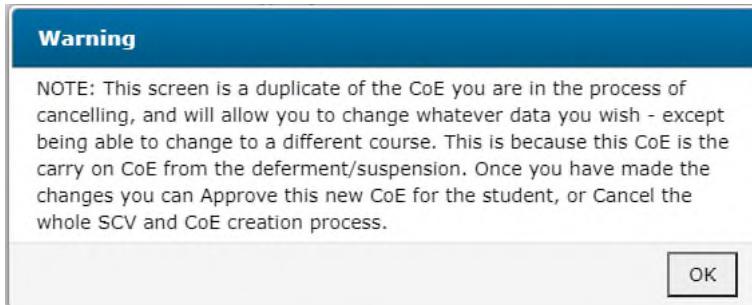
8. Click the **Next** button.
9. Complete the variation.
10. Click the **Save** button.

The system will cancel the CoE.

If you selected ‘Y’ to **Do you want to create a new CoE for this student?** you would then continue and create a new CoE. Follow the steps below.

The **Student Contact Details** tab is displayed.

The following warning is displayed as all the fields are initially the same.



11. Change the details if required.
12. On this section of the new CoE, enter the following: -

Field	Details
Proposed Course Start date	Enter the date that the student anticipates returning to commence the course
Proposed Course End date	Enter the new end date
Initial Pre-Paid Tuition Fee	Enter zero (if there is no initial prepaid tuition fee)
Other Pre-paid Non tuition fee	Enter zero (if there is no prepaid non tuition fee)
Total tuition Fee	Enter the tuition fee amount that is remaining to be paid to the provider

Enter the reason in the **Comments** field.

13. Click **Save** button.
14. Click the **Next** button.
15. Complete each tab, checking if any details need to be changed.
16. **Approve** the variation CoE.

The system will generate a new CoE code.

8.2.1.2 Student has been released but CoE status remains as Studying



I have several students who were meant to be studying from 2021 but I released them either because they didn't return to Australia in 2021 or because they went to study with another provider. But it still shows CoE status as **Studying**. What do I do?
 You will need to record a SCV against the current CoE.
NOTE: release does not equate to cancellation of a CoE.
 Any decision to cancel a student's enrolment must be made in accordance with Standard 9 of the National Code.

1. Select from the left-hand menu: **Provider > Students/CoEs**, search for and select the CoE (for detailed instructions see section **6.3 Students/CoEs**).
2. Select **Course Variation Defaults** tab.

The screenshot shows a horizontal navigation bar with tabs: Enrolment Details, Student Details, Payment Details, Course Variation/Defaults (which is highlighted in yellow), CoE Event History, Student Contacts, and Agent Details. Below the navigation bar is a toolbar with icons for Reporting Quick Reference Guide, Only Change Location, Add Variation, and Record Provider/Student Default.

3. Click the **Add Variation** button.
4. The **Course Variation Defaults** tab is displayed, with first question (Later questions for this scenario are also shown).

The screenshot shows a form titled "Variation Details". It contains two required questions with dropdown menus:
 * Did the student undertake any study in this enrolment?: The dropdown menu shows "Unsatisfactory course progress", "Termination of student studies prior to completing the course", and "Student requests change to existing enrolment".
 * Reason for Course Variation: The dropdown menu shows the same three options as the previous question.

Did the student undertake any study in this enrolment?: Select 'Y' if student did commence and undertake this study.

Reason for Course Variation: select from the drop-down list.

5. Complete the variation.
6. Click the **Save** button.

8.2.2 Updates to course details



I have a course where the duration has changed, and an existing CoE has the old details. The course duration is now 2 years, when previously it was 1 year. What do I do?

You will need to create a variation on the existing CoE.

1. Select from the left-hand menu: **Provider > Students/CoEs**, search for and select the CoE (for detailed instructions see section **6.3 Students/CoEs**).
 2. Check the CoE status.
- A) If the CoE is status **Approved**, select the **Enrolment Details** tab, and change the course dates.
- B) If the CoE is status **Studying**, then follow the instructions below:
3. Select **Course Variation Defaults** tab.

Enrolment Details	Student Details	Payment Details	Course Variation/Defaults	CoE Event History	Student Contacts	Agent Details
<input type="button" value="Reporting Quick Reference Guide"/> <input type="button" value="Only Change Location"/> <input type="button" value="Add Variation"/> <input type="button" value="Record Provider/Student Default"/>						

4. Click the **Add Variation** button.
5. The **Course Variation Defaults** tab is displayed, with first question (Later questions for this scenario are also shown).

Variation Details
<p>* <input type="checkbox"/> Did the student undertake any study in this enrolment?: <input type="radio" value="Y"/> Y</p> <p>* <input type="checkbox"/> Reason for Course Variation: <input type="radio" value="Student requests change to existing enrolment"/> Student requests change to existing enrolment</p>

Did the student undertake this study?: Select 'Y'.

Reason for Course Variation: select 'Student requests change to existing enrolment.'

6. Click the **Next** button.

The message is displayed.

Save
<p>NOTE: The next screen will lead you through the process of changing the enrolment for this student by either cancelling the original CoE and creating a replacement, or creating a new CoE to extend the period of study for the student.</p> <p>Do you want to continue to change the existing enrolment for the student?</p>
<input type="button" value="Yes"/> <input type="button" value="No"/>

7. Click the **Yes** button to continue.

The **Enrolment Details** tab is displayed.

Enrolment Details	Student Details	Parent/Guardian Contact
Student: DOH, Test[000255] Provider: BNB International Colleges Pty Ltd [07926B] Trading Name: Brisbane College of Horticulture Course: Advanced Diploma of Business [088792B] <input checked="" type="checkbox"/> Change the Course for this CoE...		

8. Next to the Course name, click on the link **Change the Course for this CoE**.
9. Search for and select the course.
10. Enter the details in the following sections of the **Enrolment Details** tab.

Field	Details
Proposed Course Start date	Enter the new course registered date
Proposed Course End date	Enter the current CoE proposed course end date
Initial Pre-Paid Tuition Fee	Enter zero (if there is no initial prepaid tuition fee)
Other Pre-paid Non tuition fee	Enter zero (if there is no prepaid non tuition fee)
Total tuition Fee	Enter the tuition fee amount that is remaining to be paid to the provider

The rest of the fields should be the same information as the current CoE.

11. Complete and **Approve** the CoE.

8.2.3 Non Payment of fees and failure in academic progress



I have a student with both non-payment of fees and failure in academic progress. Warning letters were sent accordingly and the intention to report (ITR) 20 day mark has passed.

What is the preferred method of cancellation?

You will need to create either of these student course variations:

- Non-payment of fee, or
- Non-compliance of visa condition.

The reason for the cancellation of the CoE recorded in PRISMS can reflect the event that occurred first and/or the main reason for the cancellation.



For your information.

Please note that registered providers must maintain a record of any decisions to suspend or cancel an international student's enrolment. Registered providers should outline what is considered compassionate or compelling circumstances in their own policies and use their professional judgement to assess each case on its individual merits. Any decision to suspend or cancel a student's enrolment must be made in accordance with Standard 9 of the National Code.

If a registered provider initiates a cancellation of a student's enrolment on the basis of a breach of course progress or attendance requirements or failure to pay the required amount to undertake or continue the course as stated in the written agreement, then the student must be given a notice of intention to report and 20 working days to access the registered provider's internal complaints and appeals process.

Generally, a registered provider may proceed with cancellation after the internal complaints handling and appeals process has been completed and has found in favour of the provider. However, the provider must still advise the student of their right to access an external appeals process in accordance with Standard 10 of the National Code. The only time a registered provider needs to wait for both the internal and external complaints handling and appeals processes to be completed (finding in favour of the provider) to proceed with the cancellation of a student's CoE is for course progress and/or attendance breaches.

- Select from the left-hand menu: **Provider > Students/CoEs**, search for and select the CoE (for detailed instructions see section **6.3 Students/CoEs**).
- Select **Course Variation Defaults** tab.

Enrolment Details	Student Details	Payment Details	Course Variation/Defaults	CoE Event History	Student Contacts	Agent Details
 Reporting Quick Reference Guide Only Change Location Add Variation Record Provider/Student Default						

- Click the **Add Variation** button.

4. The **Course Variation Defaults** tab is displayed, with first question (Later questions for this scenario are also shown).

Variation Details

* ⓘ Did the student undertake any study in this enrolment?:

* ⓘ Reason for Course Variation:

Unsatisfactory course progress
Termination of student studies prior to completing the course
Student requests change to existing enrolment

Reason for Course Variation:

- A. select **Termination of student studies prior to completing the course**, due to the provider decision to cease student enrolment and non-payment of fee, or
- B. Select **unsatisfactory course progress**, which will lead to additional questions to be answered.

Comments: enter appropriate comments to describe why this SCV was raised.

5. Complete the variation.
6. Click the **Save** button.

8.2.4 Student withdrew from the course but the CoE was cancelled in error



Due to an administrative error, the CoE was cancelled on non-commencement instead of course withdrawal. What do I do?

If the student did commence the course and then withdrew from the course, prior to completing the course, you are able to create a second variation of termination of study.

1. Select from the left-hand menu: **Provider > Students/CoEs**, search for and select the CoE (for detailed instructions see section **6.3 Students/CoEs**).

2. Select **Course Variation Defaults** tab.

3. Click the **Add Variation** button.

4. The **Course Variation Defaults** tab is displayed, with first question (Later questions for this scenario are also shown).

Did the student undertake this study?: Select 'Y' if the student did start studying.

Reason for Course Variation: select 'Termination of student studies prior to completing course.'

Termination Reason: select 'Student Notifies Cessation of Studies.'

5. Click the **Next** button.

Enter the date the student's studies terminate: enter the termination date.

Enter the student's last actual day of study: enter the date.

Comments: enter appropriate comments to describe why this SCV was raised.

6. Click the **Next** button.

7. **Save** the variation.

8.2.5 Add an Agency to a CoE



A CoE was created without the agency details. How do I add the Agency?
Add a SCV with the reason ***Change of CoE/students details.***

1. Select from the left-hand menu: **Provider > Students/CoEs**, search for and select the CoE (for detailed instructions see section **6.3 Students/CoEs**).
2. Select **Course Variation Defaults** tab.

Enrolment Details	Student Details	Payment Details	Course Variation/Defaults	CoE Event History	Student Contacts	Agent Details
<input type="button" value="Reporting Quick Reference Guide"/> <input type="button" value="Only Change Location"/> <input type="button" value="Add Variation"/> <input type="button" value="Record Provider/Student Default"/>						

3. Click the **Add Variation** button.
4. The **Course Variation Defaults** tab is displayed, with first question (Later questions for this scenario are also shown).

Reason for Course Variation: select 'Change to CoE/Student Details'.

Do you want to create a new CoE for this student?: Select 'Y'.

Comments: enter appropriate comments to describe why this SCV was raised.

5. Click the **Next** button.
6. **Save** the variation.

The following warning is displayed when all the fields are the same.

NOTE: This screen is a duplicate of the CoE you are in the process of cancelling, and will allow you to change whatever data you wish - except being able to change to a different course. This is because this CoE is the carry on CoE from the deferment/suspension. Once you have made the changes you can Approve this new CoE for the student, or Cancel the whole SCV and CoE creation process.

7. Change the CoE or Student details if required.
8. Re-enter all the relevant information on all fields.
9. Click **Save and Next**.
10. On the student details tab, update the student's details.
11. Click **Save and Next** on each tab until you can select Approve CoE.

PRISMS will cancel the current CoE.

8.3 Search for Student Course Variation

This function is available for accounts with CoE Administrator or CoE Create access.

1. Select from the left-hand menu: **Provider > Course Variations**.



The **Provider Student Course Variations** page is displayed

The screenshot shows the 'Provider Student Course Variations' page. At the top, there is a note: 'Note: To add a new variation, use the Students/CoEs page.' Below this is a message: 'Use this page to find and view existing Student Course Variation information for Sample College 1 [12345A]'. A yellow-bordered section titled 'Search Criteria' contains the following fields:

- Course Variation Reason:** A checkbox labeled 'All Variation Reasons' is checked. Below it is a list of 30 specific variation reasons, each with its own checkbox:
 - Change to CoE/Student Details
 - Student Completed Course Early
 - Non-commencement of studies
 - Provider Defaulted/Cancelled
 - Unsatisfactory attendance
 - Student left provider - transferred to course at another provider
 - Unsatisfactory course progress
 - CoE Cancelled, Course Cancelled/Suspended
 - Deferment/Suspension - Student misbehaviour
 - Deferment/Suspension - Compassionate or compelling circumstances
 - Student Notifies Cessation of Studies
 - No longer holding student visa
 - Non payment of fees
 - Disciplinary reasons
 - Student has died
 - Provider unable to deliver course
 - Extension CoE created.
 - Change to a course in a different sector
 - Change to a course in the same sector, gap created either at start or end of course OR the study period of the new CoE is shorter than the original
 - Change to a course in the same sector, no gap, but longer study duration
 - Change to student enrolment.
 - Student Enrolled in Same/Another Course (at the Same Provider) - Pre July 2007
 - Student Deferring/Postponing Studies - Pre July 2007
- Created From:** A date input field with a calendar icon.
- Created To:** A date input field with a calendar icon.
- Search:** A blue rectangular button.
- Reset:** A blue rectangular button.

Course Variation Reason: Click the checkboxes you require.

Created From and **Created To** dates: Enter a date range (optional).

2. Click the **Search** Button.

The Search results are displayed.

Search Criteria		Search Results		
Select a variation from the list below to view the details:				
Student Name	CoE Code	Course	Variation Reason	Created
DOE, Test1	A12AB234	Advanced Diploma of Leadership and Management [094892C]	Change to CoE/Student Details	22/03/2019
DOE, Test2	A12AB345	Diploma of Leadership and Management [098892D]	Change to CoE/Student Details	22/03/2019
DOE, Test3	A12AB567	Certificate III in Carpentry [097911C]	Change to CoE/Student Details	19/03/2019
 Export to Excel				
Page 1 of 1 (from 3 rows): 1				
Showing selected variation reasons				

- Click either the **Student Name** or **CoE Code** links to view the SCV details.

The Student Course Variation details are displayed.

Student Course Variation - as at date of variation	
Student:	DOE, Test1
CoE Code:	A12AB234
CoE Status BEFORE SCV:	Approved
CoE Status AFTER SCV:	Cancelled
Provider:	Sample College1 [12345A]
Course:	Advanced Diploma of Leadership and Management [094892C]
Course Status:	Registered
Course Start Date:	03/02/2020
Course End Date:	15/08/2021
Reason for Course Variation:	Change to CoE/Student Details
Immigration Office for Referral:	AUSTRALIA (Sydney CBD)
Provider Student Id:	A123456
Did Student Undertake any study:	No
Course End Date Affected:	No
Comments:	Student visa is not granted so defer to next intake as per course package.
Created:	22/03/2019 05:06 PM by EXAMPLE, Test1

- Click the Back arrow on your browser to return to the search results or select another menu option.

9 Bulk Upload

The Course Cost bulk upload function is available to all education providers to be able to submit a request to their designated authority (TEQSA/ASQA and/or Designated State Authority) to update one or more courses registered on CRICOS.

A request to update course cost in bulk via this function will not automatically update the cost on CRICOS. Your request is placed in a queue awaiting approval from your designated authority.

9.1 Course Cost Upload

This function is available for accounts with CoE Administrator who has received additional access: Submit course change requests. To request this access, see section **9.2 Requesting additional access: Submit course change requests**.

1. Select from the left-hand menu: **Provider> Course Cost Upload**.



The **Course Cost Upload Batch Processing** page is displayed, listing the File(s) previously saved for upload.

The screenshot shows the 'Course Cost Upload Batch Processing' page. At the top, there is a note about prefilling sample files for ASQA-regulated courses. Below this, there are radio buttons for selecting a regulator: TEQSA (selected), ASQA, or STATE. A link to generate a sample Excel file is provided. The main area displays a table of uploaded files with columns for File Name, User, Uploaded date/time, Started date/time, Finished date/time, and Status. Two files are listed: 'TEQSA-CourseCosts-00122A-26/08/2021.xlsx' (User: DOE, Test1, Uploaded: 26/08/2021 16:47, Status: Ready for processing) and 'TEQSA-CourseCosts-00122A-17/02/2016.xlsx' (User: DOE, Test2, Uploaded: 17/02/2016 09:09, Started: 17/02/2016 09:10, Finished: 17/02/2016 09:10, Status: Submitted). Navigation links at the bottom include 'Refresh Display' and 'Upload New File'.

File Name	User	Uploaded	Started	Finished	Status
TEQSA-CourseCosts-00122A-26/08/2021.xlsx	DOE, Test1	26/08/2021 16:47			Ready for processing
TEQSA-CourseCosts-00122A-17/02/2016.xlsx	DOE, Test2	17/02/2016 09:09	17/02/2016 09:10	17/02/2016 09:10	Submitted

The file statuses are described in the table below:

File Status	User Action
Ready for processing	Not required. Data file submission in progress.
Completed – Ok	Not required. Data upload approved and successful.
Validation – error(s)	Click the associated record to view errors. Correct the errors and perform the upload process again. Data upload is unsuccessful.
Rejected	Data upload request rejected by your Responsible Regulator. You will need to contact your Responsible Regulator and perform another upload if required.
Submitted	Not required. Uploaded file has been submitted without any errors, and is now seeking an approval from your Responsible Regulator

To be able to upload payment details in bulk, you must first create/extract the costs of courses in PRISMS. If existing data is found, this will be used to upload as an .xls(x) file. If no record is found, then you will need to extract this data before using this functionality.

All Providers must follow the PRISMS files structure as set out in the sample file.

2. Click to select the regulator (TEQSA/AQSA/STATE). Your file will be submitted to this regulator for approval/maintenance.
3. Contact your selected regulator to notify of your bulk upload submission in PRISMS.

9.1.1 Sample file

- A. Click the sample link.
- B. Save the sample file.

The Sample file will come with a list of pre-filled course codes depending on the Responsible Regulator selected. The existing costs of the courses will also be included for the courses which are only for information and do not need to be changed.

- C. Edit the sample file details (Estimated Tuition Fee and Estimated Non-Tuition Fee) and save the file.

NOTE: You may wish to maintain additional information for the Course in the upload file (for example, Duration, Course Name, Approved Until Date etc.). PRISMS will only validate and upload the first four columns from the left of the grid from your Excel file.

9.1.2 Naming convention for course costs files to be uploaded

The following naming convention is to be used for all Excel files uploaded into PRISMS for ‘Course Cost Upload’: **TEQSA/ASQA/STATE - Course Costs-[ProviderCode]-[DD/MM/YYYY].xlsx**.

Where:

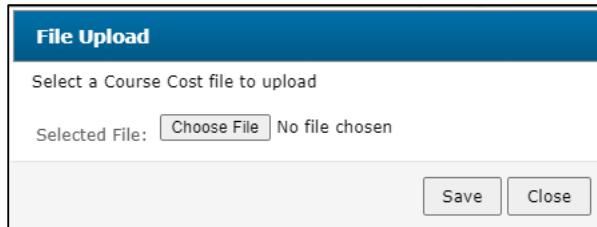
- **TEQSA/ASQA/STATE** – This value indicates which Responsible Regulator the courses within the upload file is responsible for approval/maintenance.
- The **Provider Code** refers to the CRICOS code of the organisation requesting course cost updates.
- The date is today’s date in format **DD/MM/YY**.

NOTE: When you upload a file, PRISMS will automatically change the file name to follow the above naming convention.

9.1.3 Upload New File

- A. Edit and save the sample file, with the edited tuition fees.
- B. Click the **Upload New File** button.

The File upload page is displayed.



- C. Click the **Choose File** button to open a File Explorer window.
- D. Navigate to the file and select the file.
- E. Click the **Save** button.

The file will be displayed in the **Course Cost Upload Batch Processing** page.

The file status will be **Ready For Processing**.

- F. Select the file that was just uploaded.

The **Course Cost Details** tab is displayed, showing the status and any errors.

Course Cost Upload Batch Processing

Course Cost Uploads	Course Cost Details
File Uploaded By User: DOE, Test1 26/08/2021 4:47 PM Download User's Organisation: Sample College 1 [12345A] User's Email Address: T1doe@samplecollege1.edu.au User's Phone: 0411111111 File Name: TEQSA-CourseCosts-00122A-26/08/2021.xlsx Status: Validation - error(s) File Processed on: 26/08/2021 4:47 PM Errors: Row 2 - Estimated Tuition Fee contains invalid value Row 2 - Estimated Non-Tuition Fee contains invalid value	
Approve Submitted File Reject Submitted File	

- If the status is **Validation - error(s)**. There were errors identified in the file in the batch upload process. The errors are displayed.
Click the **download** link, edit, and save the file, then upload the amended file.
- If there are no errors and you approve, then click the **Approve Submitted File** button. The file will be submitted to the regulator and the file status will be **Submitted**.

9.2 Requesting additional access: Submit course change requests

- Select from the top menu: ***Change My Details***

The ***My Details page is displayed.***

The screenshot shows the 'My Details' page. On the left, there is a form with fields for Email Address (Example@examplecompany.com), First Name (Test1), Family Name (SMITH), Date of Birth (01/01/1990), Phone (0412345678), Question (Select a question), and Answer. A checkbox for news items is checked. On the right, there is a sidebar titled 'Your Options' with links for Change Password, Request Additional Access (which is highlighted with a red box), and Deactivate Account. Below these are descriptive text blocks for each link.

Your Options: click the link ***Select Request Additional Access***

The ***Request Additional Access*** page is displayed.

I would like to: click to select ***Apply for additional feature access with this provider.***

The screenshot shows the 'Request Additional Access' page. It displays the current organisation (Sample College 1 (9BBBBBB)) and role (CoE Administrator). Below this, there is a section for selecting access requests. The 'Apply for additional feature access with this provider' option is selected and highlighted with a red box. Other options include 'Change my role with this provider' and 'Apply for access to another provider'. To the right, there is an 'Important Information' box explaining the process of requesting additional access via email.

The ***Registration Signatory Delegates*** section is displayed.

The screenshot shows the 'Registration Signatory Delegates' page. It has sections for 'Registration Signatory Delegates' (listing SMITH, Test1 – Director (0412345678)), 'Access Required' (a dropdown menu), and 'Important Information' (a box listing 'View agent analytics data', 'Submit course cost change requests' (which is highlighted with a red box), 'Submit requests to change courses linked to locations', and 'User account manager'). At the bottom is a 'Submit Access Request' button.

Registration Signatory Delegate click to select an RSD to approve the access request.

Select required access: from the drop-down list, select ***Submit course change requests.***

- Click the ***Submit Access Request*** button.

The system will generate an email to your nominated RSD to approve your account.

Once approved, you will receive an email to your registered email address.

10 Exports and Reports

Report and Exports allow the users to access the PRISMS data that they can use to meet their own operational and reporting requirements.

10.1 Access Reports.

This function is available for accounts with CoE Administrator, CoE Create and Reporting Access user.

1. Select from the left-hand menu: Reports.

The list of available Exports and Reports is displayed.

Reports

Select a report:

- **Data Exports**
 - CoE and Student Export
 - CoE Payment Export
 - CoE Status Change Export
 - Coronavirus Impact Export
 - Course and CoE Numbers Export
 - Course Cost Comparison Export
 - Course Duration Comparison Export
 - Course Export
 - Course Location Export
 - Course Name Change Export
 - Locations without GeoCode Data Export
 - Parent or Guardian Contact Details Export
 - Provider And Student Defaults Export
 - Provider Protected Amount Export
 - Student Contact Details Export
 - Student Course Variation Export
 - Visa Refusal Export
 - Welfare Arrangement Details Export
- **Annual Registration Charge Exports and Reports**
 - ARC Enrolment By Student By Course Export
 - ARC Enrolment Statistics/ARC Amount Calculation
 - ARC Raw CoE Data Export
- **Standard 7 Exports**
 - Standard 7 Releases Export
- **Reports**
 - CoE Statistics By Country Report
 - CoE Statistics Report
 - Individual Provider Report
 - SCV Statistics Report
 - User Statistics Report
 - VET Sector Enrolment Snapshot
- **TPS Levy Exports and Reports**
 - TPS Risk Factor Data All Years Report
 - TPS Risk Factor Data Report

The example shown is for CoE Administrator. The other access types have only some of these Exports and Reports.

NOTE: All Exports and Reports operate the same way. An example is provided below.

1. Select the report or export from the left-hand menu, for example: **Reports > Data Exports > Provider and Student Defaults Export.**

The description and report options are displayed.

Provider And Student Defaults Export [Help](#)

This export creates a Provider and Student defaults data export (in Excel format) of all defaults that have been recorded into PRISMS and are being processed as well as defaults that have been finalised (discharge of obligations met)

Provider: AUSTRALIAN HEALTH AND MANAGEMENT INSTITU

Registered State: All States

Default Status: All Statuses

Date Range: None

Default Type: All Types

[Generate Report](#)

[Generate Comma-Separated](#)

Click the help link for an extended explanation of the report.

2. Select the desired options and click the **Generate Report** button.

The **Generate Comma-separated** button is also available for exports (as Exports generate a spreadsheet).

The export or report is generated and can be opened or saved at a desired location.

11 Reference Sources

11.1 Glossary of terms used

Term	Description
Agents	Education agents recruit international students on behalf of Australian Education Providers
Alerts	See Home Page Alerts
CARC	CRICOS Annual Registration Charge
ASQA	The Australian Skills Quality Authority is the national regulator for Australia's vocational education and training sector
CAAW	Confirmation of Appropriate Accommodation and Welfare
CoE	Confirmation of Enrolment
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
DESE	Department of Education, Skills and Employment
DSA	A Designated State Authority is a state government endorsed body responsible for approving Australian Education Providers and maintaining information about providers and registered courses on CRICOS
E-Business Contact	A Contact Record representing a person in an organisation who can act as a backup to the PEO and who receives copies of business-related emails regarding PRISMS
ELICOS	English Language Intensive Course for Overseas Students
ESOS Act	The <i>Education Services for Overseas Students Act 2000</i> . This is the primary legislation that sets out the obligations, requirements, and processes for overseas students and for providers of courses to overseas students
Home Affairs	Australian Department of Home Affairs, previously known as Immigration or DIBP
MARA	Migration Agents Registration Authority (7-digit number)
National Code of Practice 2018	The <i>National Code of Practice for Providers of Education and Training to Overseas Students 2018</i> is a set of nationally consistent standards designed to protect overseas students and ensure high quality delivery of courses to those students by providers registered on CRICOS
OSTF	Overseas Students Tuition Fund
PEO	Principal Executive Officer
PRISMS	Provider Registration and International Student Management System
Schools Initial Registration Charge	An initial registration charge for the assessment and registering of new school providers
Schools Renewal Registration Charge	A school renewal registration charge for the assessment and registering renewing school providers
SCV	Student Course Variation. A Student Course Variation is used to report a change to an international student's course of study which may impact upon the validity and/or conditions of their student visa
TEQSA	The Tertiary Education Quality and Standards Agency is Australia's independent national regulator of the higher education sector

TPS	The Tuition Protection Service is an initiative of the Australian Government to assist international students and eligible domestic students accessing a VET Student Loan (VSL), FEE-HELP or HECS-HELP (HELP) loan, whose education providers are unable to fully deliver their course of study
VET	Vocational Education and Training
VSL	VET Student Loan

11.2 National Regulators Websites

11.2.1 ASQA

<http://www.asqa.gov.au/>

11.2.2 TEQSA

<http://www.teqsa.gov.au/>

11.3 Legislation Websites

11.3.1 Commonwealth Register of Institutions and Courses for Overseas Students

<http://cricos.education.gov.au/>

11.3.2 Education Services for Overseas Students Act 2000

<https://www.legislation.gov.au/Series/C2004A00757>

11.3.3 Education Services for Overseas Students Regulations 2019

<https://www.legislation.gov.au/Series/F2019L00571>

11.3.4 Education Services for Overseas Students Registration Charges Act 1997

<https://www.legislation.gov.au/Series/C2004A05119>

11.3.5 ESOS information available on the DESE website

<https://www.dese.gov.au/esos-framework>

11.3.6 National Code of Practice for Providers of Education and Training to Overseas Students 2018

<https://www.legislation.gov.au/Series/F2017L01182>

11.3.7 English Language Intensive Course for Overseas Students Standards 2018

[ELICOS Standards 2018 \(legislation.gov.au\)](#)

11.3.8 TPS

<https://tps.gov.au/>

11.4 Other Websites

11.4.1 Department of Education, Skills and Employment

<https://www.dese.gov.au>

11.4.2 Department of Home Affairs (previously DIBP)

<https://www.homeaffairs.gov.au/>

11.4.3 Provider Registration and International Student Management System

<https://prisms.education.gov.au/Logon/Logon.aspx>

11.4.4 PRISMS Provider User Guide

<https://prisms.education.gov.au/Information>ShowContent.ashx?Doc=ProviderUserGuide.PDF>