

## GCA Record Keeping in PRISMS Policies and Procedures

<b>Approved by:</b> Marketing Director	<b>Date Approved:</b> 23 January 2019
<b>First Approved by:</b> Marketing Director	<b>Date First Approved:</b> 20 January 2015
<b>Current Version:</b> V6	<b>Date of Next Review:</b> 31 January 2020
<b>National Code of Practice for International Students (NCPIS) Standard(s):</b> Standard 4	

### Purpose

The purpose of this policy is to ensure that Group Colleges Australia has documented policies and procedures regarding the record keeping of international student and education agent information in PRISMS in order to comply with the ESOS Regulations 2019, Part 3 Section 9 and 13 (<https://www.legislation.gov.au/Details/F2019L00571>)

### Legislative Context

- ESOS Regulations 2019, Part 3 Section 9 and 13
- National Code Standard 4

### Related Documents

- GCA Agent Management Policy
- GCA Agency Agreement
- CampusQ COE Management Guideline & Procedure

### Definitions

**Agent** relates to a person or organisation who is engaged by Group Colleges Australia to recruit students and has a written agreement with Group Colleges Australia with terms and conditions relating to the scope of the agent's promotional activities, commissions and so on, and is formally representing Group Colleges Australia.

**CampusQ** is a technology services company dedicated to delivering innovative and cost-efficient services to educational institutions.

**COE Officer** relates to staffs member of GCA and CampusQ who are registered as a COE Administrator in PRISMS.

**myGCA** is a web-based college administration system providing an easy online service from any computer around the world for all stages of an educational pathway, from initial inquiry, to enrolment and final graduation. Using ISIS, students, agents, teachers, guardians and institutions can access and manage student records 24 hours a day, 7 days a week.

**ESOS Regulations 2019** is Education Services for Overseas Students Regulations 2019, establishes legislative requirements and standards for the regulation of education and training institutions offering courses to international students in Australia on a student visa.

**PRISMS** is the Provider Registration and International Students Management System (PRISMS) providing Australian education providers with the Confirmation-of-Enrolment (CoE) facilities required for compliance with the Education Services for Overseas Students (ESOS) legislation.

## **Policy & Procedures**

Under this policy the GCA Admissions Centre and CampusQ will ensure that student and agent information is correctly stored and updated in PRISMS.

### **Student Information**

- CoE officers will add student contact details and their education agent's information in PRISMS while issuing a CoE. Overseas contact details will be entered for offshore students and Australian contact details will be entered for onshore students.
- After the census date, CampusQ will generate the *Student Contacts Reconciliation Reports* by extracting the current student contact details from PRISMS and reconciling the data to myGCA. *The Student Contacts Reconciliation Reports* will identify the 'Unmatched' student contact details (the PRISMS entry does not match myGCA) and 'No address in PRISMS' (students missing address details in PRISMS)."
- CampusQ will upload both 'Unmatched' and 'No address in PRISMS' reports to PRISMS.
- Any validation error status that appears after uploading the 'Unmatched' and 'No address in PRISMS' reports to PRISMS, CampusQ will review and correct the data accordingly.
- CoE officers will update student's contact details, their residential address in Australia and their residential address overseas in PRISMS when reporting students who breach a condition of a student visa in relation to course attendance or progress requirements.

### **English Language Tests**

- CoE officers will add more information of English language proficiency tests including the name of the test, the day the student undertook the test and the score the student received for the test, if the student was required to provide evidence of their level of English language proficiency for the purposes of a student visa.

### **Agent Information**

To ensure the education agent list available on the GCA websites and the agent list available in PRISMS are identical:

- Every time a Marketing Manager recruits a new agent, he/she must notify the Administration Assistant to update PRISMS and the GCA websites accordingly.
- Every time an Agency Agreement is terminated, the designated Marketing Manager must notify the Administration Assistant to update PRISMS and the GCA websites accordingly.

## Document Change Control

Version	Change Description	Date	Author
v2	Refreshed format	June 2018	Vivian Duong
v3	Change of header due to GCA rebranding	January 2019	Vivian Duong
v3	Amendment to the definition of agent to be consistent with other agent-related policies	January 2019	Vivian Duong
V4	Replacement of 'ESOS Act' with 'ESOS Regulations 2019'.	September 2019	Pam Kewkhuntod
V4	Amendment to the Student Information section by including record of student English language proficiency tests information.	September 2019	Pam Kewkhuntod
V5	Refreshed format and added last paragraph into Student Information section.	October 2019	Pam Kewkhuntod
V6	Amendment to the Student Information section to be consistent with CampusQ COE Management Guideline & Procedure.	October 2019	Pam Kewkhuntod
V6	Adding the definition of "CampusQ" and "COE Officer".	October 2019	Pam Kewkhuntod