

INTERNATIONAL STUDENT VISA COMPLIANCE POLICY & PROCEDURE

Introduction

The Kings Own International College(KOIC) ensures that international students are supported through processes that are fair, transparent and compliant with the Education Services for Overseas Students (ESOS) Act 2000, the National Code of Practice 2018 and the English Language Intensive Course for Overseas Students (ELICOS) Standards 2018, ensuring their rights and responsibilities are upheld. This policy outlines the obligations of KOIC in ensuring international students remain compliant with the conditions of their student visas throughout their studies and safeguarding the integrity of both KOIC and its students.

Purpose

The purpose of this policy is to provide a structured framework that ensures international students at KOIC meet their visa conditions, maintain satisfactory academic progress, comply with attendance requirements and access the necessary support services throughout their studies.

Scope

This policy applies to all international students enrolled at KOIC in both VET and ELICOS programs as well as KOIC staff involved in their administration, teaching and support.

Policy Statement

KOIC is committed to ensuring international students meet their visa conditions while maintaining academic progress, attendance and welfare. This policy covers the following key areas:

1. Admissions Requirements

KOIC ensures all prospective students meet entry requirements as per visa conditions and program-specific criteria, in line with *KOIC's Student Enrolment and Admissions Policy and Procedure*.

- English language proficiency (IELTS, TOEFL, PTE or equivalent)
- Academic qualifications (e.g. Year 12 or equivalent)
- Genuine Student (GS)
- Confirmation of Overseas Health Cover (OSHC)

2. Course Progression and Risk Intervention

Vocational Education and Training (VET): Students must achieve satisfactory academic progress, defined as successfully completing at least 50% of enrolled units per study period.

English Language Intensive Courses for Overseas Students (ELICOS): Attendance and academic progress are monitored in accordance with ELICOS Standards 2018.

Risk Intervention: Warning letters and intervention strategies are implemented for students identified at risk. Persistent unsatisfactory progress will result in an Intention to Report notification via PRISMS, following the appeal process in line with *KOIC's Course Progression and Risk Intervention Policy and Procedure*.

3. Attendance Requirements

Attendance is monitored and recorded to ensure active participation. Students must maintain a minimum attendance of 80% to meet visa conditions and maintain satisfactory progress. Absence due to illness or compassionate grounds require supporting documentation (e.g. medical certificate). Students failing to meet attendance requirements will receive Warning Letters, followed by an Intention to Report notification if attendance remains unsatisfactory.

For more information refer to the *KOIC's VET Student Attendance Policy and Procedure* and *KOIC's ELICOS Student Attendance Policy*.

4. Overseas Student Health Cover (OSHC)

All international students must hold valid Overseas Health Cover (OSHC) for the duration of their stay in Australia. KOIC will:

- Verify OSHC on admission
- Assist students in renewing their OSHC if needed.

For more information refer to the *KOIC's Student Enrolment and Admissions Policy and Procedure*.

5. Student Visa Conditions

KOIC ensures students are aware of their visa conditions, including but not limited to:

- Maintaining enrolment in a registered course.
- Adhering to work-hour restrictions of forty-eight (48) hours per fortnight during study periods.
- Notifying KOIC of any changes to address within seven (7) days.

These conditions are explained during Orientation to ensure students fully understand their responsibilities under their visa requirements.

6. Support Services

KOIC provides comprehensive support services for international students, including

- Orientation programs to familiarise students with their rights and obligations.
- Access to academic, welfare and counselling services.
- Support for adjusting to life and study in Australia, including accommodation and health assistance.

For more information refer to the *KOIC's Support for Students Policy and Procedure*.

7. Monitoring and Reporting

KOIC is committed to proactive monitoring and reporting in compliance with the ESOS Act and National Code as outlined in *KOIC's Reporting International Students (PRISMS) Policy and Procedure*.

- Course Progression and Attendance: Students at risk of failing will be contacted for intervention and support.
- Non-compliance is reported to the Department of Home Affairs (DHA) via PRISMS.
- Students have twenty (20) business days to appeal decisions before reporting.

8. Deferral, Suspension and Cancellation of Enrolment

KOIC allows deferral, suspension or cancellation of enrolment in specific circumstances, in line with *KOIC's Deferment, Suspension or Cancellation Policy and Procedure*.

- Compassionate or compelling reasons (e.g. illness, bereavement)
- Misconduct or failure to meet visa conditions.
- All changes are reported via PRISMS within required timeframes.

9. Fees and Refunds

KOIC ensures fee transparency and fair refund processes in compliance with *KOIC's Fees Management and Refund Policy and Procedure*.

- Refunds are processed based on visa refusals, withdrawal timelines, or provider defaults.
- Financial records are securely maintained and audited regularly.

10. Complaints and Appeals

KOIC provides a structured complaints and appeals process to resolve disputes fairly, as outlines in *KOIC's Complaints and Appeals Policy and Procedure*.

- Students can lodge complaints and appeals regarding academic or non-academic issues.
- Internal processes are followed, with access to external mediation if unresolved.

Definitions

Appeal	A request to review a decision made by KOIC (e.g., assessment outcomes, disciplinary actions).
Compassionate or Compelling Circumstances	Situations beyond the student's control. Compelling or compassionate circumstances may include, but not limited to; • Serious illness or injury, where a medical certificate states that the student was unable to attend classes; • Serious illness or death of a family member necessitating a return to the student's home country; • Serious injury; • Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; • A traumatic experience which could include involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists' reports); • Where the registered provider was unable to offer a pre-requisite unit; • Non availability of required subjects in a particular term; • Inability to begin studying on the course commencement date due to not achieving the required entry English language level; or

	Inability to begin studying on the course commencement date due to delay in receiving a student visa; or Any behaviour identified as resulting in expelling students for serious breaches of discipline and visa obligations as well as failure to pay tuition fees on time.
Complaint	A formal expression of dissatisfaction about an issue under KOIC's control.
ELICOS	English Language Intensive Courses for Overseas Students
Genuine Student (GS)	A requirement that international students must demonstrate a genuine intention to study in Australia, with evidence that their chosen course of study is consistent with their education background, future career goals, and personal circumstances, and that they intend to comply with visa conditions for the duration of their stay.
International English Language Testing System (IELTS)	A standardised test to measure English language proficiency for non-native speakers. It is widely used for admissions into educational institutions and immigration purposes.
Overseas Student Health Cover (OHSC)	Mandatory health insurance for international students.
Principal Course	The main course of study for which a student visa has been issued.
PRISMS	The Provider Registration and International Student Management System used to issue electronic Confirmations of Enrolment (eCoEs).
Pearson Test English (PTE)	An English language proficiency test designed to assess non-native speakers' skills in reading, writing, listening, and speaking. It is accepted for educational and immigration purposes in various countries, including Australia.
Release	Formal approval provided by the current provider for a student to transfer to another provider before completing six months or their principal course.
Support Services	Resources and assistance provided to students to help them succeed academically and personally, such as counselling, academic support, and referral service.
Test of English as a Foreign Language (TOEFL)	A globally recognised test for measuring English language proficiency, assessing skills in reading, writing, listening, and speaking.

Regulatory and Legislative Requirements

- Assessment Policy (VET and ELICOS)
- Complaints and Appeals Policy and Procedure
- Course Progression and Risk Intervention Policy and Procedure
- Deferment, Suspension or Cancellation of Student Enrolment Policy and Procedure
- ELICOS Assessment Policy and Procedure
- Fees Management and Refund Policy and Procedure
- Reporting International Students (PRISMS) Policy and Procedure
- Student Code of Conduct

- Student Enrolment and Admissions Policy and Procedure
- Support for Students Policy and Procedure
- Student Handbook
- VET Training and Assessment Policy and Procedure

International Student Compliance Procedure

1. Admissions

- KOIC verifies all entry requirements during enrolment, including academic qualifications, English proficiency and OSHC.
- A Confirmation of Enrolment (eCoE) is issued upon successful enrolment and OSHC verification.
- KOIC ensures that students understand their visa conditions and course obligations before commencing their studies.

2. Monitoring Course Progression and Attendance

- Regular reviews of student performance and attendance are conducted each study period to ensure compliance with academic and visa requirements.
- Attendance records are systematically updated weekly, and academic performance is monitored for signs of risk.
- Students failing below satisfactory levels are identified for intervention.

3. Intervention Strategy

- Individual Learning Plans (IPLs) are developed for students identified as at risk of failing academic or attendance requirements.
- Support measures may include tutoring, counselling, adjusted study plans, or re-assessment opportunities.
- Students are required to meet regularly with relevant staff to review their progress and update their intervention plans.

4. Reporting Breaches

- Students who fail to meet attendance or academic progress requirements are issued warning letters and provided with support strategies.
- If non-compliance persists, students receive an Intention to Report notification with details of their breach and option to appeal within twenty (20) business days as per *KOIC's Complaints and Appeals Policy and Procedure*.
- If no appeal is lodged or the appeal is unsuccessful, the breach is reported to the Department of Home Affairs (DHA) via PRISMS.

5. Orientation and Support Services

- Comprehensive orientation sessions are conducted to familiarise students with their rights, responsibilities and support services.
- Ongoing support includes workshops on academic skills, cultural adjustment and studying and living in Australia.
- Dedicated staff provide one-on-one assistance with academic and personal challenges.

6. Record-Keeping

- Attendance records, academic results, intervention plans and communication log are securely stored.
- All records are maintained in compliance with regulatory requirements for auditing and review purposes.
- Updates to student's enrolment status are promptly recorded in PRISMS and communicated to the student.

7. Reporting Breaches

- Written notification is provided to students outlining the details of non-compliance.
- Students are informed of their right to access the appeals process within twenty (20) business days.
- Breaches are reported to the Department of Home Affairs (DHA) via PRISMS only after the appeals process has concluded or the student has not lodged an appeal within the specified time frame.

Procedure Summary Table

Step	Action	Responsibility	Timeframe	Reference / Use
1	Verify student entry requirements, visa conditions and issue eCoE	Student Services Officer (SSO)	At enrolment	PRISMS, Letter of Offer, Admissions Checklist
2	Provide orientation on visa conditions, attendance, course progress and support services	SSO / Director of Studies	At orientation	Orientation Checklist, Student Handbook
3	Monitor student attendance and academic progress	Trainer / Director of Studies	Ongoing (weekly attendance, per study period academic review)	Attendance Records, Academic Results
4	Identify students at risk of non-compliance	Trainer / Director of Studies	Ongoing	Risk Intervention Register
5	Implement intervention strategies (e.g. IPL, support services)	Director of Studies / SSO	Within 5 business days of identification	Individual Learning Plan (ILP), Support Records
6	Issue warning letter for unsatisfactory attendance or progress	Compliance Officer / SSO	As required (early intervention stage)	Warning Letter Template
7	Issue Intention to Report (ITR) notification where non-compliance persists	Compliance Officer	After intervention unsuccessful	ITR Letter, PRISMS
8	Provide student with access to complaints and appeals process	Compliance Officer	Within 20 business days of ITR	Complaints and Appeals Policy
9	Report breach via PRISMS if no appeal or unsuccessful appeal	Compliance Officer	Within required PRISMS timeframe	PRISMS

Roles and Responsibilities

Role	Responsibility
CEO	Provide overall strategic direction, ensure institutional compliance with legislative requirements and approve all policies and procedures.
Compliance Officer	Oversee regulatory compliance, manage reporting and audits, and ensure adhered to PRISMS reporting obligations for international students.
Director of Studies ELICOS / Director of Studies VET	Monitor student academic progress and welfare, implement intervention strategies for at-risk students, and provide recommendations to address academic concerns.
Student Services Officer (SSO)	Monitor attendance and compliance, maintain and accurate records, and provide frontline support to students for issues related to enrolment, attendance and welfare.

Policy Implementation

This policy is implemented through integrated student administration, academic monitoring, and compliance systems to ensure international students meet visa requirements throughout their enrolment. KOIC ensures that visa conditions, attendance and course progression requirements are clearly communicated during enrolment and orientation, supported by ongoing monitoring through student management systems and PRISMS. Staff are trained in ESOS and National Code obligations, including early identification of at-risk students and application of intervention strategies. Standardised documentation, including attendance tracking, intervention plans, warning notices and PRISMS reporting processes, ensures consistency, transparency and regulatory compliance across all VET and ELICOS programs.

Monitoring and Review

KOIC systematically monitors compliance with student visa requirements through regular review of attendance, academic progress, intervention outcomes and PRISMS reporting activities. Data relating to student performance, warning letters, Intention to Report notifications and visa breaches are analysed to identify trends, risks and areas for improvement. Compliance with ESOS and National Code obligations is further verified through internal audits and reporting aligned with Outcome Standard 4.4 (systematic monitoring and continuous improvement). Findings are used to inform improvements to student support, intervention strategies and administrative processes, with key risks and outcomes reported to governance or compliance oversight functions. This policy is reviewed every two (2) years or earlier where regulatory changes or monitoring outcomes require updates.

Version Control

Version	Date	Description	Approved by	Approval date	Author	Review date
V1.0	Jan 2025	New policy for KOIC	CEO	17 Feb 2025	Compliance Team	Jan 2026
V1.1	April 2026	Re-brand of policy to KOIC	CEO	1 Apr 2026	Compliance Officer	Apr 2028

Policy and Document Information

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