



PP53 – PRISMS Policy and Procedure

1. Purpose

This policy ensures accurate, timely, and compliant reporting of international student enrolment activity through PRISMS (Provider Registration and International Student Management System), as required by the ESOS Act 2000, National Code 2018, and CRICOS regulations. It provides a structured procedure for managing enrolments, course variations, cancellations, and other updates in accordance with Section 19 of the ESOS Act and the PRISMS Provider User Guide.

2. Scope

This policy applies to:

- ✚ All CRICOS-enrolled international students
- ✚ All staff responsible for student enrolment, administration, and compliance, including:
 - Student Support Officers (SSOs)
 - RTO Manager
 - CEO

3. Definitions

Term	Definition
PRISMS	Provider Registration and International Student Management System, used to manage CRICOS enrolments.
CoE	Confirmation of Enrolment, required for student visa applications.
ESOS Act	Education Services for Overseas Students Act 2000 – governs education services to overseas students.
SCV	Student Course Variation – PRISMS function to update enrolment changes (e.g. suspension, deferral, cancellation).
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students.
DHA	Department of Home Affairs – oversees student visa matters.

4. Legislative References

- ✚ Education Services for Overseas Students (ESOS) Act 2000 – Section 19
- ✚ National Code 2018 – Standards 8, 9

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- ✚ PRISMS Provider User Guide v1.0 (2022)
- ✚ National Vocational Education and Training Regulator Act 2011
- ✚ Australian Privacy Principles (Privacy Act 1988)

5. Policy Statement

Austra College is committed to the responsible and lawful management of international student data through PRISMS. This includes:

- ✚ Ensuring student enrolment details are updated accurately and within mandatory timeframes.
- ✚ Complying with all obligations under the ESOS Act and National Code.
- ✚ Maintaining full documentation for all updates including course commencements, variations, deferrals, transfers, and cancellations.
- ✚ Providing regular staff training and conducting internal audits to ensure data integrity and regulatory compliance.
- ✚ Refer to the Course Progress Policy and the Fees Management and Refund Policy when updating PRISMS for course progress and non-payment of fees.

6. Procedure – Step-by-Step

Each PRISMS-related task is divided into logical actions and responsibilities, with clear compliance deadlines.

A. Create and Manage Confirmation of Enrolment (CoE)

Step	Action	Responsibility
1	Verify student's offer letter, passport, visa status, and course details.	Student Support Officer
2	Input accurate start/end dates based on CRICOS course duration and delivery mode.	Student Support Officer
3	Create CoE in PRISMS, ensuring fields match Student Management System (SMS) data.	Student Support Officer
4	Email CoE and enrolment information to student and save to student file.	Student Support Officer
5	If visa is delayed, amend start date in PRISMS and document reason in the PRISMS comments field and student file.	Student Support Officer

B. Reporting Commencement or Non-Commencement

Step	Action	Responsibility
1	Confirm that the student has attended orientation and begun classes.	Student Support Officer/ Trainer

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Step	Action	Responsibility
2	Update PRISMS as 'Commenced' within 14 days of the course start date.	Student Support Officer
3	If the student fails to commence, report 'Non-Commencement' in PRISMS. Within 28 Days.	Student Support Officer
4	Document reason for non-commencement and notify the student in writing.	Student Support Officer

C. Course Variation – Deferral, Suspension, Cancellation

Step	Action	Responsibility
1	Receive Deferral/Suspension/Cancellation request form or initiate via intervention outcome.	Student Support Officer/ RTO Manager
2	Assess request and supporting documentation (e.g., medical certificates, compassionate grounds).	RTO Manager
3	Inform the student of the outcome in writing and of their right to appeal (20 working days).	RTO Manager
4	If no appeal or appeal concluded, update PRISMS with an SCV (Student Course Variation). Within 28 days.	Student Support Officer
5	Retain evidence of decision, student notification, and PRISMS update in the student file.	Student Support Officer

D. Course Transfer (From Austra College)

Step	Action	Responsibility
1	Assess transfer request in accordance with the Student Transfer Policy (PP52).	RTO Manager
2	If approved, record release in PRISMS with the reason and date of effect.	Student Support Officer
3	If receiving a student, issue CoE and record in PRISMS upon enrolment.	Student Support Officer
4	Notify the student in writing and file supporting documentation.	Student Support Officer

E. Course Duration Extension

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Step	Action	Responsibility
1	Identify students needing more time due to reassessment, or compelling circumstances.	Trainer/ Student Support Officer
2	Review evidence and determine if an extension is justified under National Code Standard 8.2.	RTO Manager
3	Create a new CoE in PRISMS reflecting updated end date.	Student Support Officer
4	Inform student to contact DHA about visa implications.	Student Support Officer
5	Retain records of approval and updated CoE.	Student Support Officer

F. PRISMS Data Integrity, Training & Auditing

Step	Action	Responsibility
1	All relevant staff complete PRISMS training on enrolment creation, SCVs, and compliance timelines.	RTO Manager
2	Conduct refresher training bi-annually or after PRISMS updates.	RTO Manager
3	SSO conducts monthly PRISMS data review to ensure consistency with SMS.	Student Support Officer
4	CEO/RTO Manager conduct quarterly internal audits of PRISMS activity.	CEO/ RTO Manager
5	Report discrepancies and record corrective actions in the Continuous Improvement Register.	RTO Manager

G. Recordkeeping and Retention

Step	Action	Responsibility
1	Store all PRISMS reports, communications, and decisions in the student's electronic file.	Student Support Officer
2	Retain PRISMS-related documents for a minimum of 7 years.	Student Support Officer/ Admin Officer

H. Process: Monitoring Prepaid International Student Tuition Fees

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Step	Action	Responsible	Frequency
1	Log into PRISMS and generate the Prepaid Balance Report for all active international students.	CEO	Monthly
2	Review the total prepaid tuition amount required to be held in the separate designated account.	CEO	Monthly
3	Cross-check the separate account balance against the required prepaid balance from the PRISMS report.	CEO	Monthly
4	Ensure the protected bank account holds a sufficient amount to cover unused pre-paid tuition fees.	CEO	Monthly
5	If a shortfall is identified, top up the account immediately to meet the financial protection obligations.	CEO	As required
6	Retain records of each monthly review in the financial compliance folder for audit readiness.	CEO	Ongoing

7. Related Documents

- ✚ PRISMS Provider User Guide v1.0 (2022)
- ✚ CRICOS Administrator Guide
- ✚ Confirmation of Enrolment (CoE) Templates
- ✚ Deferral, Suspension or Cancellation of Student, Policy and Procedure (PP51)
- ✚ Feedback, Complaint and Appeal Policy (PP16)
- ✚ Course Progress (PP49) and Monitoring Student Attendance Policy (PP50)
- ✚ Student Management System (SMS) Procedures
- ✚ Continuous Improvement Register

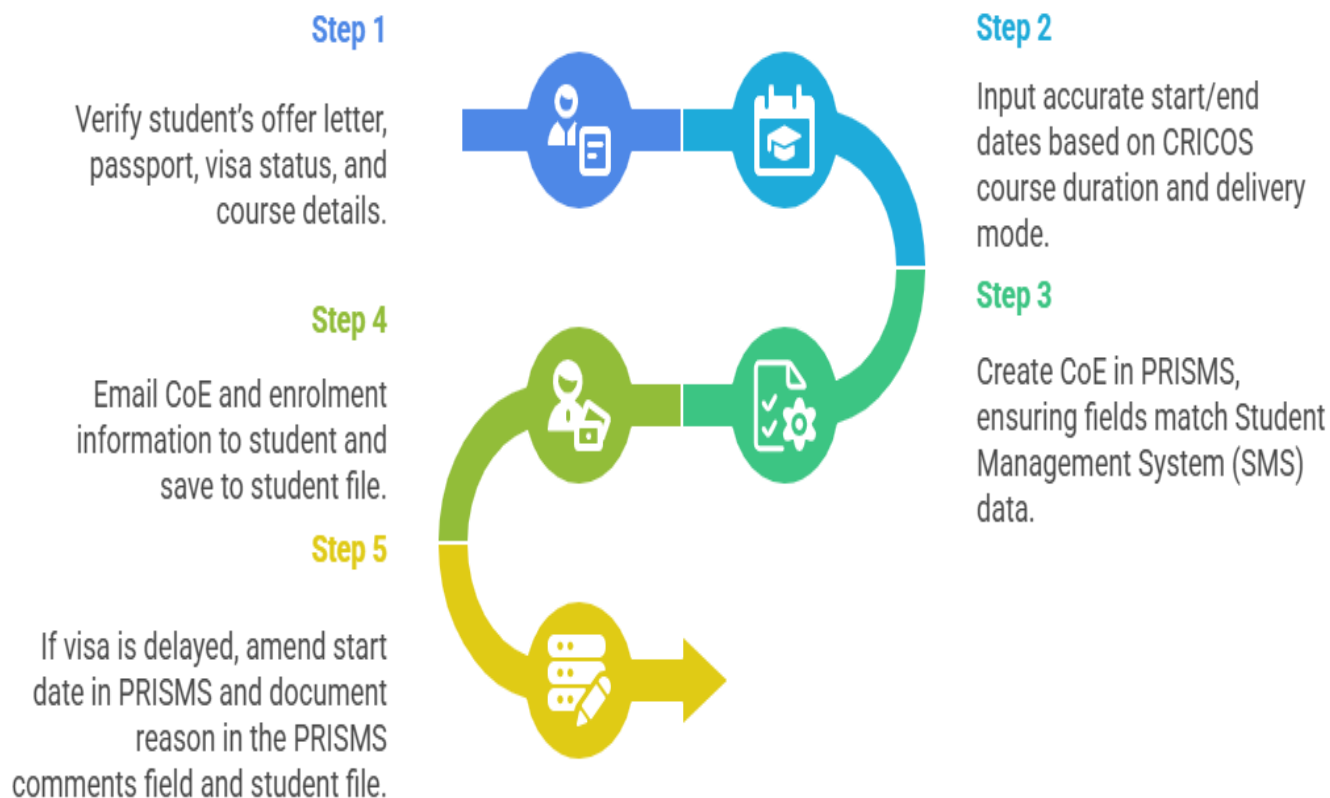
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8. Flow Chart

A.

Create and Manage Confirmation of Enrolment (CoE)

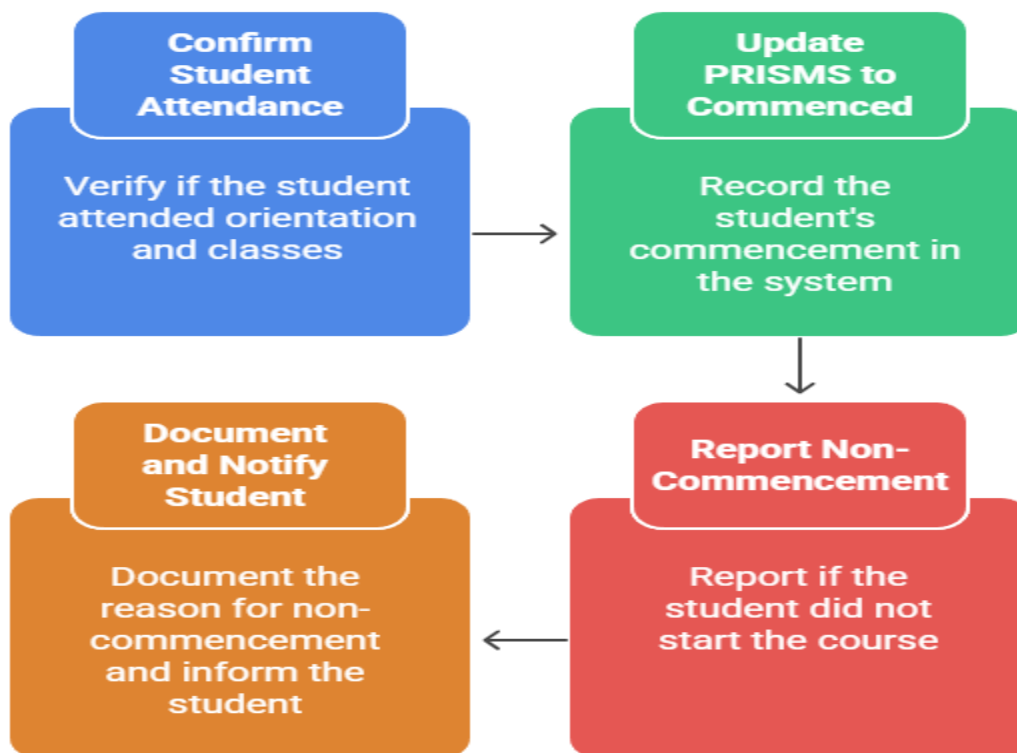


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B.

Reporting Commencement or Non-Commencement



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C.

Course Variation – Deferral, Suspension, Cancellation



Receive Request

The process begins with receiving a request form or initiating through intervention.

The Compliance Manager evaluates the request and supporting documents.

Assess Request



Inform Student

The student is notified of the outcome and their appeal rights.

If no appeal or appeal concluded, PRISMS is updated with the course variation.

Update PRISMS



Retain Evidence

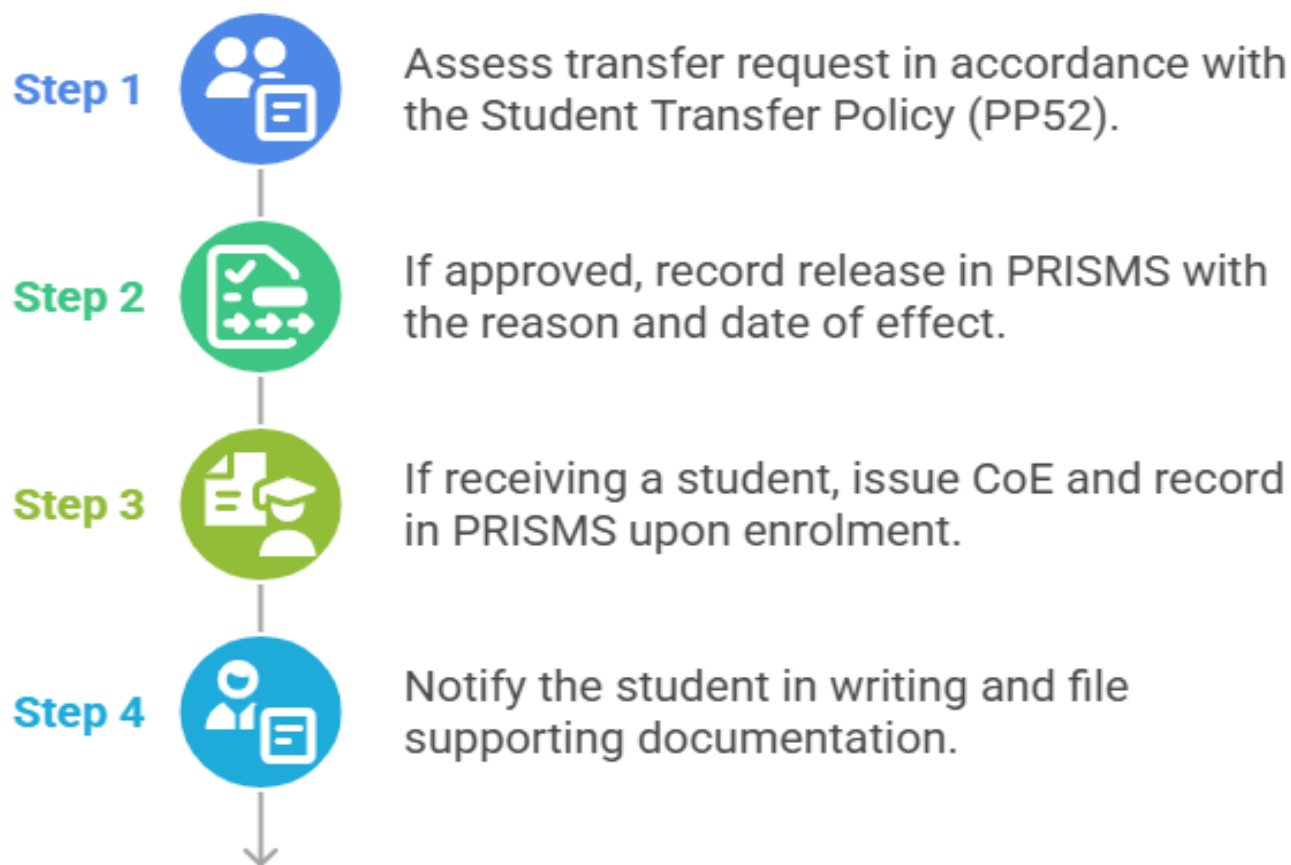
All decision-related documents are retained in the student's file.

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D.

Course Transfer

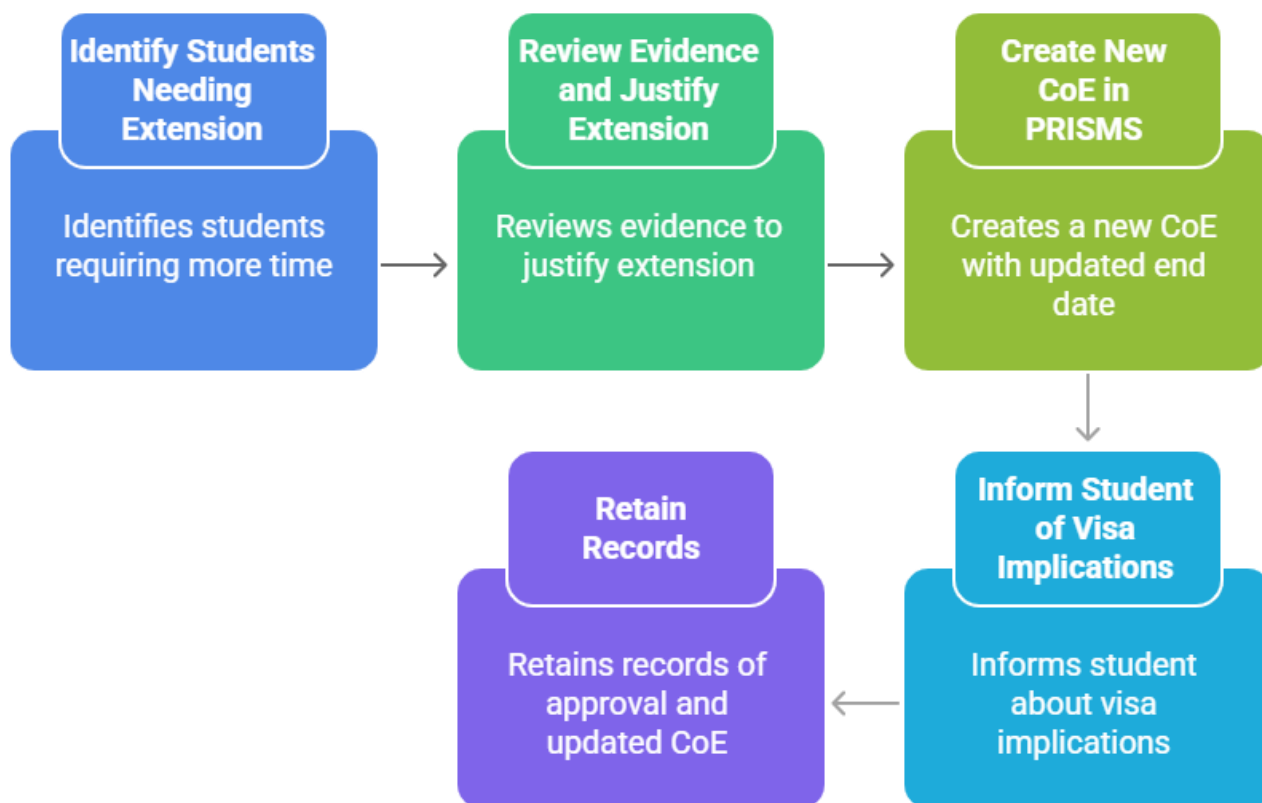


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E.

Course Duration Extension

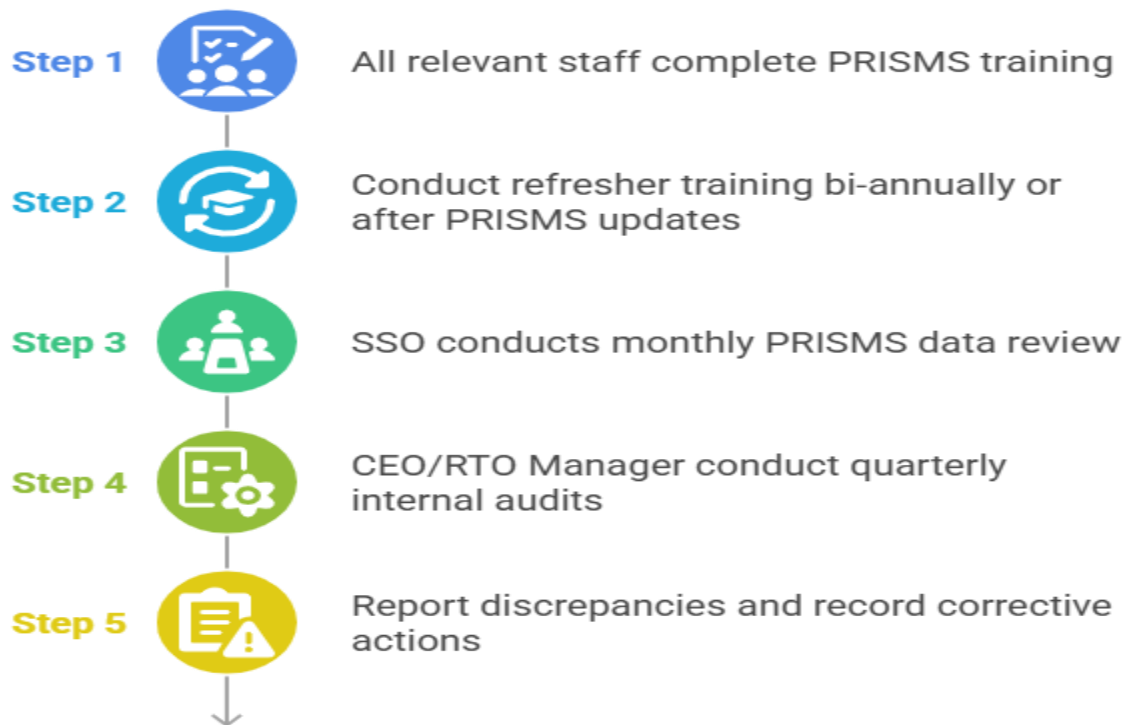


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F.

PRISMS Data Integrity, Training & Auditing



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G.

Recordkeeping and Retention

Store Documents

Store all PRISMS reports and communications in the student's electronic file.



Retain Documents

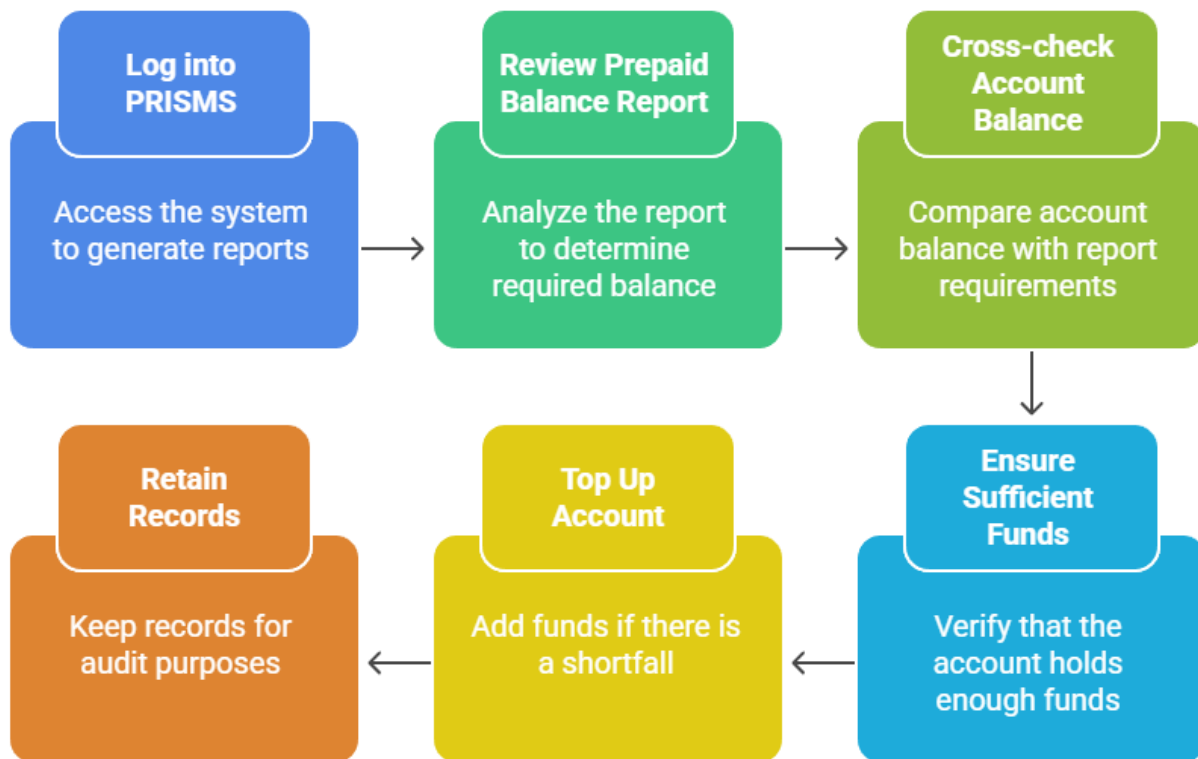
Retain PRISMS-related documents for a minimum of 7 years.

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H.

Monitoring Prepaid International Student Tuition Fees



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