# ISP Student Safety Card Procedure

## Purpose

As per the [VRQA Guidelines for the Enrolment of Overseas Students Aged Under 18](https://www.vrqa.vic.gov.au/Documents/schesosguidelines.docx), schools are required to ensure that all students aged under 18 years enrolled in the International Student Program (ISP) are provided with an accurate and up-to-date ISP Student Safety Card at the time of commencement, and for the duration of their course.

For the purpose of this procedure, international students (students) are defined as students participating in the ISP who hold subclass 500 Student – Schools visa.

## Roles and Responsibilities

Principals maintain overall responsibility for ensuring that students hold an up-to-date ISP Student Safety Card at all times during their enrolment.

## Process

Schools must:

* appoint a staff member, such as the International Student Coordinator (ISC), to be responsible for issuing, maintaining, and cancelling the ISP Student Safety Card.

Principals must:

* establish and maintain a process to confirm that all students enrolled at their school hold a current and up-to-date ISP Student Safety Card.

### ISP Student Safety Card – Minimum Requirements (Secondary Schools)

In accordance with [VRQA Guidelines](https://www.vrqa.vic.gov.au/Documents/schesosguidelines.docx), the ISP Student Safety Card must include all details specified in the template below:

|  |  |
| --- | --- |
| International Student Program | International Student Program |
| School logo: [insert school logo]  School name: [insert school name]  Student name: [insert student name]  International student ID number: [insert International student ID number]  School student ID number: [insert school ID number]  Homestay details (if applicable): [insert name, address, home telephone number and mobile number] | International Student Coordinator:  [insert name and 24/7 emergency contact details]  School principal: [insert name and contact details]  Emergency (policy, fire ambulance): 000  School emergency number: [insert school 24/7 phone number]  School phone number: [insert school phone number]  School email address: [insert school/ISC email address]  Complaints and appeals regarding a school can be made to the Department of Education (International Education Division) at (03) 7022 1000.  The Department of Education is regulated by the Victorian Registration and Qualifications Authority (VRQA). Students can contact the VRQA at: [www.vrqa.vic.gov.au](http://www.vrqa.vic.gov.au). |

### ISP Student Safety Card – Minimum Requirements (Primary Schools)

The Primary School ISP Student Safety Card must include all details specified in the template below. A copy of the ISP Student Safety Card must also be given to the student’s parents. Where newly arrived parents may have limited English skills, care must be taken to ensure that parents understand how to seek assistance during an emergency.

|  |  |
| --- | --- |
| International Student Program | International Student Program |
| School logo: [insert school logo]  School name: [insert school name]  Student name: [insert student name]  International student ID number: [insert International student ID number]  School student ID number: [insert school ID number] | Emergency (policy, fire ambulance): 000  School phone number: [insert school phone number]  School email address: [insert school email address]  Translating and Interpreting Service – free Immediate phone interpreting (24 hours, every day of the year) Phone: 131 450 (within Australia).  Complaints and appeals regarding a school can be made to the Department of Education (International Education Division) at (03) 7022 1000.  The Department of Education is regulated by the Victorian Registration and Qualifications Authority (VRQA). Students can contact the VRQA at: [www.vrqa.vic.gov.au](http://www.vrqa.vic.gov.au) |

The ISP Student Safety Card Template must be used to create and maintain all ISP Student Safety Cards. Schools may add additional text fields but may not remove any text fields.

### Issuing an ISP Student Safety Card

The appointed school staff member must issue the student with the ISP Student Safety Card immediately upon commencement of their course. This will ensure that the student can contact designated responsible persons in the event of an emergency.

The student, the homestay provider and all relevant school staff must be briefed on the purpose and importance of the ISP Student Safety Card and the requirement that the student keep the ISP Student Safety Card in their possession at all times. This briefing must include, but is not limited to:

* an explanation of each piece of information contained in the ISP Student Safety Card and its purpose, including how, when and why certain responsible parties should be contacted
* an explanation of what to do in the case of an emergency, taking care to outline the different types of emergencies
* steps which must be taken to notify the ISC if details on the ISP Student Safety Card change.
  + For multi campus schools, only the information for the student’s relevant campus should be included in the Safety Card.

### Maintaining the Accuracy of the ISP Student Safety Card

Students must be provided with a new ISP Student Safety Card immediately after any change in the details contained on the card, including but not limited to:

* a change in campus (only the relevant contact persons should be added for the attending campus)
* a school transfer
* a change in welfare arrangements (i.e. moving to a different homestay host)
* a change in the contact details of key contacts (e.g. International Student Coordinator or appointed school staff member).

### Cancelling an ISP Student Safety Card

The ISP Student Safety Card is cancelled when a student completes their course. The appointed school staff member must collect the ISP Student Safety Card.

## Legislation

* [*Education Services and Overseas Students Act 2000* (Cth)](https://www.legislation.gov.au/Series/C2004A00757)
* [*The National Code of Practice for Providers of Education and Training to Overseas Students 2018* (Cth)](https://www.legislation.gov.au/Details/F2017L01182/Download)
* VRQA Guidelines for the Enrolment of Overseas Students Aged Under 18 Years

## Related Documents

* [ISP Student Orientation Checklist](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Student_Orientation_Checklist.docx)
* [Application for Internal Transfer to another Accredited Victorian Government School](https://www.study.vic.gov.au/Shared%20Documents/en/Transfer-Application-Form.pdf)
* [Application for Change of Accommodation and Welfare Provision Form](https://www.study.vic.gov.au/Shared%20Documents/en/Welfare-Provision-Change-Form.pdf)
* [Application for Withdrawal Form](https://study.vic.gov.au/Shared%20Documents/en/Withdrawal-Application-Form.pdf)
* [Application for Temporary Suspension](https://study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Temporary_Enrolment_Suspension_Application.pdf)

## Definitions

* **DE (IED)** – Department of Education – International Education Division. IED is the division in the Department of Education that administers the International Student Program in Victorian government schools. IED is not a separate entity to DE. DE is the CRICOS registered provider.
* **International Student (student)** – a student participating in the ISP who holds a subclass 500 Student – Schools visa and have been issued a Confirmation of Appropriate Accommodation and Welfare (CAAW) Letter.
* **Homestay** – international student accommodation arranged by schools where DE (IED) is responsible for the welfare of the student at all times, including outside school hours.

## Contact and Maintenance Officer

Manager, School Support Unit

International Education Division

Department of Education

Level 28, 80 Collins Street, Melbourne, Victoria 3000

Email: [international.school.support@education.vic.gov.au](mailto:international.school.support@education.vic.gov.au)

Phone: +61 3 7022 1000

## Authorised

Director, International Education Division

**Date of authorisation**: 02/11/2022

**Date last reviewed:** 31/01/2024

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