# ISP School Compliance Checklist

The purpose of the International Student Program (ISP) School Compliance Checklist is to support school’s compliance with key legislative and regulatory requirements in the *Education Services for Overseas Students Act 2000* (Cth) (ESOS), *National Code of Practice for Providers of Education and Training to Overseas Students 2018* and *Victorian Registration and Qualifications Authority (VRQA) Guidelines for the Enrolment of Overseas Students Aged Under 18*. Please note that this checklist is provided as a guide to key requirements and is not exhaustive. Schools are encouraged to review the [ISP School Toolkit](https://www2.education.vic.gov.au/pal/international-student-program/policy) in the Department of Education’s (department) Policy and Advisory Library for detailed compliance requirements.

To ensure compliance with legislative and regulatory requirements, ongoing compliance requirements throughout the school year are specified in the first section while required actions and checks are allocated on a term-by-term basis in the following sections. Requirements apply to all ISP-accredited schools except for those listed under the Level 2 ISP-accredited schools only sub-heading.

## Ongoing compliance requirements

School runs annual training with staff who interact directly with international students, so they understand their ESOS obligations (see [ESOS Training for School Staff video](https://www.youtube.com/watch?v=bhRvwchO_Vg)).

School ensures relevant staff are aware of the process for reporting critical incidents through [EduSafe plus](https://services.educationapps.vic.gov.au/edusafeplus).

School ensures accurate records for international students are maintained on CASES21, including current address, contact details, critical incident reports and student support provision details.

School applies a documented process to ensure international students’ daily attendance is recorded and weekly rate of attendance checks for international students are conducted, with documented intervention procedures in place for students whose attendance drops below 90%, 85% and 80% (see [Section 7](https://www2.education.vic.gov.au/pal/international-student-program/guidance/supporting-students-learning-and-engagement-section-7) in ISP School Toolkit).

School has a documented procedure for early intervention when an international student’s academic performance falls to the level at which they risk not maintaining satisfactory course progress (see [Section 7](https://www2.education.vic.gov.au/pal/international-student-program/guidance/supporting-students-learning-and-engagement-section-7) in ISP School Toolkit).

School has a process in place to ensure that student requests to change their existing enrolment (i.e. withdraw from the program) are reported to the International Education Division (IED) within 5 days so IED can meet reporting requirements to the Australian Government.

School has a procedure to monitor suspension end dates and confirm with IED once a student returns from a suspension (see [Section 8](https://www2.education.vic.gov.au/pal/international-student-program/guidance/transfers-and-cancellations-section-8) in ISP School Toolkit).

School has a process to monitor course and visa end dates to ensure that students do not continue after their course end date unless confirmed or advised by IED (see [Section 7](https://www2.education.vic.gov.au/pal/international-student-program/guidance/supporting-students-learning-and-engagement-section-7) in ISP School Toolkit).

School has a process in place to ensure IED is advised of any variations to a student’s study program (see [Section 5](https://www2.education.vic.gov.au/pal/international-student-program/guidance/supporting-students-adjusting-life-and-study-australia) in ISP School Toolkit).

School has a documented procedure in place to ensure complaints and appeals are processed in a timely manner (see [Section 9](https://www2.education.vic.gov.au/pal/international-student-program/guidance/administrative-requirements-section-9) in ISP School Toolkit).

### Level 2 ISP-accredited schools only

School has and implements documented procedure for arrival support, including register of staff and homestay hosts undertaking arrival support (see [Section 5](https://www2.education.vic.gov.au/pal/international-student-program/guidance/supporting-students-adjusting-life-and-study-australia) in ISP School Toolkit).

School has checked the status of all homestay Working with Children Checks by using the [Status Checker | Working with Children Check Victoria](https://www.workingwithchildren.vic.gov.au/about-the-check/resources/status-checker) website [here](https://www.workingwithchildren.vic.gov.au/about-the-check/resources/status-checker) and save a copy of the status checks in our student database, Victorian International Students Information Tool (VISIT).

## Term 1 ­actions/checks

School has checked that international students have been enrolled correctly using the [International Student Visa Fee Table](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Visa_Fee_Table.docx), and accurate records are maintained on CASES21, including current address, contact details.

School has checked that the school website incorporates reference to our registered Commonwealth Register of Institutions and Courses for Overseas Students provider name and code (Department of Education – 00861K) and includes a dedicated ISP page with required information for prospective students (see [Section 2](https://www2.education.vic.gov.au/pal/international-student-program/guidance/marketing-and-recruitment-section-2) in ISP School Toolkit).

If applicable, school has submitted all paperwork to IED via VISIT prior to secondary students commencing vocational education and training (VET) studies, Victorian Certificate of Education (VCE) vocational major studies, online studies or VCE language studies with a community language school (see [Section 7](https://www2.education.vic.gov.au/pal/international-student-program/guidance/supporting-students-learning-and-engagement-section-7) in ISP School Toolkit).

School has checked school staff information on VISIT and ensured it is updated with any changes of staff, ensuring IED has up to date contact information.

School has ensured that the school undertakes a 6-week check-up on new students commencing at your school.

School has provided age and culturally appropriate orientation program for all new international students, in compliance with the department’s ISP Student Arrival and Orientation procedure and including Child Safe materials and critical incident response (see [Section 5](https://www2.education.vic.gov.au/pal/international-student-program/guidance/supporting-students-adjusting-life-and-study-australia) in ISP School Toolkit).

School has provided all students with a student safety card with VRQA and school child safe officer details.

School has reviewed and updated international students listed on its [Online Emergency Management Planning (EMP) portal](https://emergencymanagement.eduweb.vic.gov.au/) and ensured its 24 hour emergency contact details are accurate.

### Level 2 ISP-accredited schools only

School has ensured its emergency homestay register is accurate and up to date and copies of all homestay responsibility agreements are retained with details provided to families, agents and IED (see [Section 4](https://www2.education.vic.gov.au/pal/international-student-program/guidance/homestay-arrangements-level-2-schools-only-section-4) of ISP School Toolkit).

School has checked that initial homestay set up is complete for all active homestay providers.

School has ensured 6-monthly homestay site visits are conducted by school staff.

## Term 2 actions/checks

School has advised IED where there have been any variations to a student’s study program (i.e., intensive English language provision (IELP) and mainstream studies dates).

### Level 2 ISP-accredited schools only

School has ensured that referee checks have been completed for all active homestay providers.

## Term 3 actions/checks

School has provided an age-appropriate and culturally appropriate orientation program for all new international students, in compliance with the department’s ISP Student Arrival and Orientation procedure and including Child Safe materials and critical incident response.

School has provided all new students with a student safety card with VRQA and school child safe officer details.

School has provided all necessary targeted support for international students including counsellors, careers advisors, ISP and English as an additional language (EAL) support.

School has completed its annual update of the Online EMP portal including references to international students. Schools can refer to the [EMP factsheet](https://www.study.vic.gov.au/Shared%20Documents/en/ISP-schools-bulletin/EMP_Guidance_ISP_Schools_Factsheet_2022.docx) for guidance on how to include international students in their EMP.

### Level 2 ISP-accredited schools only

School has ensured 6-monthly homestay site visits are conducted by school staff.

## Term 4 actions/checks

School has checked records of pre-departure information to be provided to new students are complete and accurate.

School has confirmed that key school staff have undertaken required training delivered by IED in Child Safe Standards, critical incident and emergency management, as well as accommodation requirements.

School has monitored course and visa end dates, ensuring that students do not continue after their course end date unless confirmed or advised by IED.

School has advised IED if there have been any variations to a student’s study program (i.e., IELP and mainstream studies dates).

### Level 2 ISP-accredited schools only

School has conducted structured homestay recruitment and evaluation process and run annual information and awareness sessions for homestay hosts (including Child Safe briefings).

## Training

ISP online training modules are available to support schools to run a compliant ISP. To access the training, log into [eduPay](https://www2.education.vic.gov.au/pal/edupay-and-edupay-help/overview) (staff login required), open the My LearnED tile and enter the search term ‘ISP’ to bring up the following modules:

* [How to identify and enrol an international student](https://edupayelm.eduweb.vic.gov.au/psc/ELMPPRD1/EMPLOYEE/PSFT_LM/c/LM_OD_EMPLOYEE_FL.LM_CRS_DTL_FL.GBL?Page=LM_CRS_DTL_FL&Action=U&ForceSearch=Y&LM_CI_ID=1910) is for school staff in all Victorian government schools who are involved in enrolling international students.
* [ESOS framework](https://edupayelm.eduweb.vic.gov.au/psc/ELMPPRD1/EMPLOYEE/PSFT_LM/c/LM_OD_EMPLOYEE_FL.LM_CRS_DTL_FL.GBL?Page=LM_CRS_DTL_FL&Action=U&ForceSearch=Y&LM_CI_ID=1914) is for principals and international student coordinators (ISCs) of both Level 1 and Level 2 ISP-accredited schools and outlines legislative requirements under the ESOS framework. This module is mandatory as part of school ISP accreditation/re-accreditation processes.
* [Homestay compliance](https://edupayelm.eduweb.vic.gov.au/psc/ELMPPRD1/EMPLOYEE/PSFT_LM/c/LM_OD_EMPLOYEE_FL.LM_CRS_DTL_FL.GBL?Page=LM_CRS_DTL_FL&Action=U&ForceSearch=Y&LM_CI_ID=1912) is designed for Level 2 ISP-accredited schools that administer homestay arrangements for international students.

## Document maintenance

Strategy and Quality Assurance Unit

International Education Division

Email: [isp.quality@education.vic.gov.au](mailto:isp.quality@education.vic.gov.au)

Phone: + 61 3 7022 1000