

# Commencing International Student & Provider Default and Refunds Operating Procedure

### **Overview**

Part 5 of the <u>Education Services for Overseas Students Act 2000</u> (ESOS Act), outlines UNE's provider obligations in the event of a provider or student default.

International admissions staff must consult the PRISMS Provider User Guide available in PRISMS for further information on the steps required to record provider default in PRISMS.

### **Procedures**

# UNE defaults as a provider

In the event that UNE defaults by failing to provide a course to an accepted ESOS student at the location and on the agreed start date, the International Admissions Manager must ensure the following steps are followed **immediately upon becoming aware of UNE defaulting**:

- a. Notify the accepted ESOS student in writing **and** record this written notification on the student file in TRIM. The date of this correspondence becomes the *default date*.
- b. Notify TEQSA via PRISMS by recording the following against each defaulted students' Confirmation of Enrolment (eCOE):
  - i. Explanation of the default
  - ii. Confirm that UNE intends to discharge its ESOS obligations either by offering an alternative course OR by refunding fees paid.
- c. If appropriate, offer the student an alternative course such that they need to accept within 14 days of the default date. If they accept then UNE has discharged its obligation. If the student fails to accept the new course offer, then UNE has not yet discharged its obligations under ESOS.
- d. If there is no alternative course or the student has not accepted a new course offer but opted instead for a refund, then this must be done within 14 days of the default date by requesting FPAS to refund the student.
- e. The International Admissions Manager must work with FPAS to ensure that refunds occur within the required time. If UNE is at risk of not refunding within the required timeframe, this must be escalated to the Director, International Strategy.
- f. Notify TEQSA via PRISMS within 7 days after the default date of the following:
  - i. Whether UNE discharged its obligation (new course or refund)
  - ii. If the student accepted the new course offer, then provide details and
  - iii. If the student opted for a refund, then provide the amount refunded.

## Student defaults

UNE is only required to notify TEQSA via PRISMS if a student defaults by not starting their accepted course on the agreed date **due to a student visa refusal.** 

In the event a student receives a visa refusal, UNE must do the following:

1. Refund any fees within 4 weeks after the receiving the written request from the defaulted student.

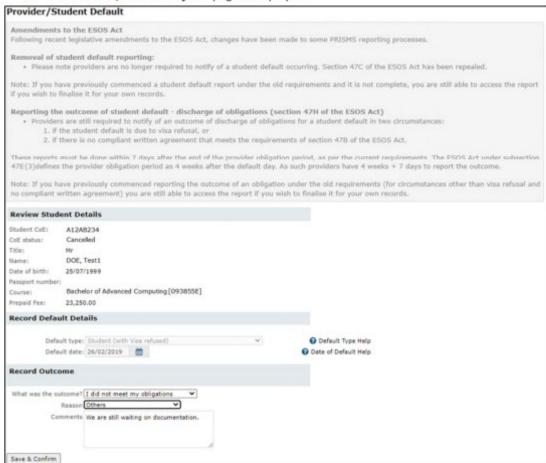
- 2. The International Admissions Manager must work with FPAS to ensure that refunds occur within the required time. If UNE is at risk of not refunding within the required timeframe, this must be escalated to the Director, International Strategy.
- 3. Report the student default in PRIMS (see steps below from the PRISMS Provider Guide)

# 3.6 Defaulting CoEs tab

This tab lists defaulting CoEs that still require action. See section 6 Confirmation of Enrolment (CoE)



- 1. Click on the row to view the Provider/Student Default for the CoE.
- 2. The Provider/Student Default page is displayed.



- Review the student details and the default details.
- 4. Record the outcome by selecting from the drop-down lists and adding relevant comments.
- 5. Click the Save and Confirm button.

# Administration

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