



**Department of Education and Training**

**Provider Registration and International  
Student Management System (PRISMS)**

# **User Guide**

For CRICOS Administrators

Last Updated: July 2016

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# 1 INTRODUCTION

## 1.1 What is PRISMS? (Provider Registration and International Student Management System)

PRISMS is a secure database developed jointly by the Department of Education and Training and the Department of Immigration and Border Protection (DIBP) for the purposes of administering the Education Services for Overseas Students Act 2000 (The ESOS Act). PRISMS provides a means for education and training providers to comply with legislative requirements by:

- a) issuing bona fide confirmations of enrolments (CoE) as 'evidence of enrolment' in a registered full-time course, as required for the issue of a student visa by DIBP, and:
- b) reporting changes in course enrolment, particularly where study ceases (non-compliance), or the duration of the study changes. PRISMS also facilitates the monitoring of student compliance with visa conditions, as well as provider compliance with the ESOS Act.

PRISMS provides a range of reports and data exports, which can assist providers, State Education Departments and the Department of Education and Training by consolidating the information provided.

## 1.2 What is a CoE? (Confirmation of enrolment)

The CoE provides evidence of a student's enrolment with a provider properly registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). This evidence is required before DIBP will issue a student visa. The CoE contains information about the Provider, course and duration of study in which the student has enrolled.

## 1.3 Purpose and layout of this manual

This user manual is designed to assist registered users of PRISMS with CRICOS Administrator access to maintain providers and courses registered on CRICOS. The guide includes the following sections:

**Conditions of use:** This section establishes the responsibilities of users. Users are required to read these conditions before they use PRISMS.

**Useful Sources of Information:** This section provides contact details for the PRISMS Help Team to assist PRISMS users and also includes other sources of information relevant to the Education and Training export industry.

**Step-by-Step Guide to Functions:** This section provides a step-by-step guide to each function within PRISMS for users with CRICOS Administrator access.

**Frequently Asked Questions:** This section provides answers to questions commonly asked by providers.

**Glossary of Terms Used:** This section explains abbreviations and terms in this User Manual.

## 2 PRISMS CONDITIONS OF USE

**IMPORTANT: Access to PRISMS is issued by the Secretary of the Department of Education and Training on the conditions below which he is entitled to impose under section 109(3) of the *Education Services for Overseas Students Act 2000*. In addition, section 109(5) makes it an offence if a person breaches any condition in certain situations. IT IS THEREFORE IMPORTANT THAT YOU READ THESE CAREFULLY.**

### 2.1 Privacy

Providers must ensure that those acting on its behalf in obtaining the student's information for the purposes of input into PRISMS, advise the students **before the information is provided by the student** that the information will be provided to the Department of Education and Training, DIBP and other State/Territory government agencies in relation to administering the *ESOS Act and the Migration Act 1958*.

### 2.2 Conditions of Access and Use

1. Access will be granted by the Department of Education and Training only to an individual (Authorised User) who is either a Provider or someone who is authorised in writing by a Provider to use PRISMS on its behalf and a copy of the authorisation is provided to the Department of Education and Training.
2. The Authorised User must:
  - use the Login ID and Password for issuing bona fide electronic confirmations of enrolment or reporting as required under the ESOS Act 2000
  - keep the Password secure
  - keep the Password reset Question and Answer secure
  - not divulge a Password or Password reset Question and Answer to any other person
  - notify the Department of Education and Training immediately if a record of a Login ID and Password or Password reset Question and Answer is lost or stolen, or the Authorised User or the Provider is aware or suspects that a person other than the authorised user knows the Login ID and Password or has used a Login ID and Password without authority
3. The Provider must notify the Department of Education and Training immediately if an Authorised User ceases employment with the Provider or is no longer authorised to use PRISMS.
4. The Department of Education and Training may remove or suspend access to PRISMS at any time without notice if the Department of Education and Training believes it has been used other than for bona fide purposes of electronic confirmation of enrolment or reporting or if the Department of Education and Training is of the opinion that any of the above conditions may have been breached.
5. If access to PRISMS is cancelled or suspended, the Department of Education and Training will only re-instate access if it is satisfied that the provider has taken steps to ensure that the misuse of PRISMS, or breach of the above conditions, is not likely to re-occur.
6. The Commonwealth, as represented by the Department of Education and Training, will not be liable for any loss or damage, including consequential loss or damage, suffered

by the Provider or any other person in relation to use or inability to use the Login ID, the Password or PRISMS.

## 2.3 Registration of new users

The Department of Education and Training will register new users and issue Login identifier and passwords to people authorised to access PRISMS in writing by the Authorised officer for your organisation. Authorisation must be notified in writing using the appropriate form, correctly and completely filled out and signed by the authorised officer.

There is no limit to the number of PRISMS users an organisation can have. User registration is an easy process and if you require more staff to have access, the required registration process and on-line forms can be found on the PRISMS home page –under the ‘Register’ option button.

No users will be authorised to access PRISMS on behalf of an organisation without being properly registered.

### 2.3.1 Staff departing the organisation

When a CRICOS Administrator is departing an organisation and wants to remove his or her own access, they can do it themselves by accessing the ‘Users’ section under My Organisation from the horizontal menu bar. Then the user chooses the specific name for which the access needs to be removed and then clicks on the ‘Deactivate User’ under the User Options. This functionality automatically deactivates the chosen user of the same state without contacting the PRISMS helpdesk.

## 3 USEFUL SOURCES OF INFORMATION

### 3.1 Web sites

PRISMS ‘log in’ page

<https://prisms.education.gov.au/Logon/Logon.aspx>

The Department of Education and Training,

<http://www.education.gov.au/>

Department of Immigration and Border Protection (DIBP)

<http://www.immi.gov.au/>

DIBP World Index Content Details

<http://www.immi.gov.au/contacts/offices.htm>

Legislation: ESOS Act 2000

<http://www.comlaw.gov.au/comlaw/management.nsf/lookupindexpagesbyid/IP200401844?OpenDocument>

ESOS Regulations 2001

<http://www.comlaw.gov.au/comlaw/management.nsf/lookupindexpagesbyid/IP200401061?OpenDocument>

Tuition Protection Service Act 2012

<https://www.comlaw.gov.au/Details/C2014C00181>

ESOS Registration Charges Act 1997

<http://www.comlaw.gov.au/comlaw/management.nsf/lookupindexpagesbyid/IP200403821?OpenDocument>

Guide for Providers of Education and Training Services to Overseas Students

<http://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx>

Commonwealth Register of Institutions and Courses for Overseas Students

<http://cricos.education.gov.au/>

National Code of Practice for Registration Authorities of Education and Training to Overseas Students

<http://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>

### **3.2 PRISMS Help Team in the Department of Education and Training**

*Email:* [prisms@education.gov.au](mailto:prisms@education.gov.au)

*Phone:* 61-2-6240 7647

*Fax:* 61-2-6123 7558

### **3.3 Department of Immigration and Border Protection**

*Phone:* 131 881

### **3.4 User manual - online help**

This User Guide is available by selecting the 'CRICOS Administrator Guide' menu option from the left-hand menu list under the 'Information' heading from the PRISMS 'home' page

## **4 STEP-BY-STEP GUIDE TO FUNCTIONS**

This section contains guides to each function in PRISMS. It provides an explanation of the different functions and the steps involved as well as to which users each function is available.

### **4.1 How to Log Into PRISMS**

#### **Step 1: Have user account created**

- New Users will have to use self-registration for access to PRISMS. They can do this by pressing the Register link on the front page of PRISMS, next to the logon bar.
- The user is then required to select what access they would like to Register As: State Government Department /Authority user and then select the Organisation. A valid email address is needed in order to register, PRISMS will not accept generic email address as logon emails and the email addresses used must only be used by one person.

- The user shall then be taken to the Registration screen where they enter their contact and personal details, a secret question and answer. PRISMS requires that you use a “strong” password that will be easy for you to remember. A strong password is a combination of upper and lower case letters and numerals. Some examples of a “strong” password e.g. Pas5w0rd, s3curitY, Pr15ms.
- The user will then need to select a Registered Signatory Delegate (RSD) to approve their access. A security Code shall need to be entered as well as confirmation that the user accepts the system access responsibilities and that the correct details have been provided. This will generate an automatic email sent to the Registered Signatory Delegate for approval of access.

### **Step 2: Start your web browser and type in the PRISMS web address**

- Once you have received confirmation of your login ID and password and you have your web browser open, load the PRISMS web-site by typing the PRISMS web address into the address box or clicking on File, Open and typing in the web address. The web address is: <https://prisms.education.gov.au>
- You may wish to save the PRISMS web address as a Favourite on your web browser. Your web-browser’s help facility will explain how to do this.

### **Step 3: Enter Login Identifier and Password and click on Logon button**

- At the PRISMS web-site home page, type your Login Identifier (your unique email address) into the Login Identifier box and your Password into the Password box and click on the Login button after having read – and agreed to – the ‘Conditions of Use’.
- Your Login Identifier and Password will be validated by PRISMS.
- If your Login Identifier and Password are valid, you can move on to the next step.
- If the validation fails, PRISMS will display a message box alerting you to the problem. You can then try to log in again.
- If you enter an incorrect password five times consecutively, your user account will be locked and you will be unable to access PRISMS. If this happens, you should contact the PRISMS Help Team and have your Password reset.

### **Step 4: Once logged in you will be at your ‘Welcome to PRISMS’ organisation home page**

- When you have logged into PRISMS successfully, the ‘Welcome to PRISMS’ organisation home page will be displayed.
- You can now use PRISMS to perform tasks appropriate to your access level.
- You will notice that this Home page displays a Provisional Provider tab that lists details of all providers currently at a status of ‘Provisional’.

## 4.2 Logging out of PRISMS

- When you have finished using PRISMS, you should log out of PRISMS by selecting 'Log Out' option, or just closing your browser. If you log out of a screen before submitting or saving your changes, you may lose the information entered.

## 4.3 Session idle time limit

The PRISMS session will expire if there is no database activity registered for 15 minutes. After this limit is reached, PRISMS will automatically treat your log in ID as if you had logged out. Attempting to perform any function after the expiry will take you the PRISMS logon page again.

## 4.4 How to Change your Details and/or Change your Password

### Step 1: Log into PRISMS

- Section 4.1 shows how to log into PRISMS.

### Step 2: Select 'Change My Details'

- From the 'Welcome to PRISMS' organisation home page after logging in, select Change My Details from the horizontal menu bar. The system will display all the information available for your record.
- You can now update any of the details except for your e-mail address – which cannot be modified. If you have changed your e-mail address you will need to contact the PRISMS Help Team
- You can also select a different secure question from the drop down list if you wish.
- Once you have updated your details, click on the 'Save Details' button.
- PRISMS will display a message confirming that your details have been updated.
- To change your Password, click on the 'Change Password' button and the 'Change Password' screen will be displayed. Follow the screen prompts requiring you to enter your old password, enter a new password and re-enter the new password to actually change the password, remembering that the password must comply with the criteria displayed. Once you have completed entering the required data, click on the 'Change Password' button to update.
- PRISMS will display message confirming that your Password has been changed.

## 4.5 How to Search for a Course

Depending on the level of information required, PRISMS provides the ability to search for multiple as well as single courses for the currently selected provider or all providers. You will need to follow the below steps to search for a single or multiple courses.

### **Step 1: Select 'Courses' menu**

- From the 'Welcome to PRISMS' home page select the 'Courses' menu tab under the Management menu heading in the left hand vertical menu list. Use any combination of selection criteria and then click on the 'Search' button.

### **Step 2: Choose search criteria**

- You can search for single courses using 'CRICOS Course Code', 'VET National Code' or other unique attributes
- To search for multiple courses, you can use any combination of the search criteria displayed on the 'Courses – Search Criteria' screen.

### **Step 3: Choose a specific provider**

- The system defaults to searching courses for all providers – as indicated by the radio button alongside the 'Provider' field label. Should you wish to select courses for a specific provider – and you have not set that provider as your 'Working Organisation' – you can click on the 'Choose' radio button.
- A new screen – Choose Provider – will be presented and will display both a search selection area and a default listing of providers. Enter your search criteria if necessary and click on the Search button. If the required provider is in the default list, then just highlight the row and click on it. The system will then return to the Course Search screen with the selected Provider displayed.

### **Step 4: Click search to display results**

- Once you have chosen the search criteria, you can then click the 'Search' button.
- Upon clicking on the 'Search' button, PRISMS will display a listing of the search results. This listing can be exported into an excel spreadsheet by clicking on the 'Export to Excel' link in the lower right hand corner.
- To see the details of a particular course, just highlight the row you want, and click on it. PRISMS will then display the 'View/Edit Course' screen showing the detail information relating to that particular course.

## **4.6 How to Update an Existing Course**

### **Step 1: Perform the Course Search**

- To update any course, you must first perform the course search as explained in [Section 4.5](#). If your search resulted in finding only one record, PRISMS will take you directly to the View / Edit Course screen. If your search returned a list of courses, then check through the list until you find the required record. Highlight the record and click on it. PRISMS will display the View / Edit Course screen and the details relating to that course.

## **Step 2: Updating the responsible regulator for the course**

- If the course sector is changed the responsible regulator field automatically recalculates. Depending on the “Course Sector” selected, this field could be read only or updatable. The rules are outlined below:
- If the “Course Sector” is updated to “Higher Education”, “VET” or “School”, the “Responsible Regulator” value defaults to “TEQSA”, “ASQA” or “STATE” respectively and the field will be read only.
- If the “Course Sector” is updated to “ELICOS”, the “Responsible Regulator” defaults to the responsible regulator of the provider’s existing ELICOS courses. If this is the first ELICOS course for the provider, it will default to the regulator type of the user updating the course. This field will be updatable
- If the “Course Sector” is updated to “OTHER”, the “Responsible Regulator” defaults to the regulator type of the user updating the course. The field will be updatable.
- If the “Course Sector” is updated to “ELICOS”, and the “Responsible Regulator” is different to existing ELICOS courses “Responsible Regulator” for this provider, PRISMS will display a warning Message asking if you would like to continue with the update or to cancel the update.
- If you select “Yes”, PRISMS will update any existing ELICOS courses “Responsible Regulator” of this provider to the selected “Responsible Regulator” of the current course.\*\*
- If you select “No”, PRISMS will return you to the previous screen and any update is cancelled.

## **Step 3: Complete the remaining details and click ‘Update’**

To update the record, modify all other fields required, and click on the ‘Update’ button.

- A ‘Confirmation’ screen will be displayed indicating that the change has been successfully made.
- If the update to the existing course includes adding locations to the course, your recommendation to link the new course to the locations selected will be sent to the ESOS agency for approval and you will be notified of this outcome.

## **4.7 How to Add a New Course**

### **Step 1: Search for the course to be added**

- You must search for a new course to be added under the ‘Courses’ menu, to ensure it does not already exist. Perform the course search looking for a course of the name that you wish to add, as discussed under section-4.5. If a course with that name does not already exist then this search should be unsuccessful and the ‘Add New Course’ button is displayed.
- Click on the Add new Course button and the ‘Add new course’ screen will be displayed. This screen will display some default course information and allow you to input the required new course information.

### **Step 2: Selecting the 'course sector'**

- Most of the fields will only be available for selection after a course sector has been selected, under the 'Course sector' dropdown field.

### **Step 3: Defining the responsible regulator for the course**

The Responsible Regulator field is automatically calculated based on the selected course sector and your access type. Depending on the "Course Sector" selected, this field could be read only or updatable. The rules are outlined below:

- If the "Course Sector" selected is "Higher Education", "VET" or "School", the "Responsible Regulator" value will default to "ASQA", "TEQSA" or "STATE" respectively and the field will be read only.
- If the "Course Sector" selected is "ELICOS", the "Responsible Regulator" defaults to the responsible regulator of the provider's existing ELICOS courses. If this is the first ELICOS course for the provider, it will default to the regulator type of the user adding the course. The field will be read only.
- If the "Course Sector" selected is "OTHER", the "Responsible Regulator" defaults to the regulator type of the user adding the course. The field will be updatable.

### **Step 4: Complete the remaining details and click 'Next'**

- Complete all other details on the first tab – 'Course details – Part 1' and click on the Next button. The system will perform some validation against what has been entered and highlight any errors. You will not be able to progress to the second tab until the information on the first tab is correct. When the validation completes successfully, the second tab will be displayed.

### **Step 5: Provide additional information and click 'Save'**

- This second tab – Course Details – Part 2 – contains additional course information. Some of this data is optional.
- Once you have completed the required details on the screen, click on the 'Save Course' button. Further validation is undertaken and once all validation passes successfully, a Confirmation screen is presented to indicate that the course has been saved. Your recommendation to link the new course to the locations selected will be sent to the ESOS agency for approval and you will be notified of this outcome.
- Clicking on the link in the confirmation page will display details of the new course.

## **4.8 How to Search for CoEs/Students**

Table 1 below summarises the CoE/Student Search facility available to CRICOS Administrators.

User's Access Level	CRICOS (Administrator)
Using All Search Criteria	Yes
Searching CoE records created by user	No - users unable to create CoEs
Searching CoE records created by other users	Allowed for CoEs belonging to their state/territory
Searching CoE records of the currently selected provider	Yes
Searching CoE records of any provider	Allowed for CoEs belonging to their state/territory

(Table 1)

Users with access type CRICOS (Administrator) are able to search for any CoE belonging to their state/territory.

## 4.9 Searching for CoEs

CRICOS (Administrator) users can search across all providers or search for records for a specific provider.

They also have the ability to select a provider and then set this provider as their 'working' provider and so become attached to that provider for all functions they undertake. This 'working' provider remains in place until the user logs out or selects another provider and sets that provider as their 'working organisation'.

Another option to search for the records of a specific provider is to use the 'Choose' option on the search screen. This allows you to select a specific provider and search their records only – and only for this particular function. ie: This does not set that provider as your 'working organisation' except for this particular search action.

### Step 1: Log into PRISMS

- Section 4.1 shows how to log into PRISMS.

### Step 2: At the 'Welcome to PRISMS' home page, select the Students/CoEs menu item under the Management menu heading in the left vertical menu list.

- PRISMS will display the 'Students/CoEs' search screen allowing the user to enter the required search criteria.

- Enter the required search criteria – maybe by also ‘choosing’ a specific provider - and select the ‘Search’ button to initiate the search.
- Depending on the number of records found, PRISMS will either display the data for a single record if only one record found, or a list of records if multiple records were found.
- If multiple records found, locate the required record by scrolling through the list, then highlight and click on the record to display the required detail information.

#### **4.10 How to Deal with Contacts**

This PRISMS function is available to all levels of PRISMS access.

##### **4.10.1 How to Search for and Update the CRICOS Web site Contact for your Organisation**

This is the information that will be displayed on the CRICOS Website – under CRICOS Contacts. It is now possible for you to maintain this information yourself.

###### **Step 1: Log into PRISMS**

- Click on the ‘Contacts’ menu item under the ‘My Organisation’ heading in the left hand vertical menu list.
- The ‘Organisation Contacts’ screen will now be displayed. This screen takes the form of a listing of the CRICOS Contact detail for your organisation.
- Click on the record to display the details and modify if required. Once changes have been completed, click on the Update button.
- You can also click on the Add new Contact to create another record.

##### **4.10.2 How to Search for, Update or Delete a Contact at a Provider**

You can search for Contacts at all providers in your State/Territory or for a single provider in your State/Territory. The default search screen is for all providers. To search for contacts at a single provider, use the ‘Choose’ option in the search screen to search for and find the required single provider.

**Note:** There can only ever be one current PEO record at any one time. CRICOS Administrators can make minor updates to the PEO record but cannot delete the PEO record. Or any other provider contact. CRICOS Administrators can however replace a PEO by clicking the ‘Replace PEO’ button. The old PEO contact that has been replaced will not be displayed once actioned.

###### **Step 1: Log into PRISMS**

- Click on the ‘Contacts’ menu item under the ‘Management’ heading in the left hand vertical menu list.
- The ‘Contacts’ search screen will now be displayed. Enter your search criteria and type of contact you wish to search for. Once this is complete click on the Search button.

- PRISMS will display a listing of the records found that match the search criteria
- You can click on the column headings of Name, Type, Job Position or Locality to sort the list into order by that column heading – either ascending or descending. You can also export the results listing to an excel spreadsheet.
- From the results list, highlight the required record and click on it to be able to update the contact information only for a few fields which are editable.

#### **4.11 How to Create a New Provider**

As with all other functions with PRISMS it is necessary to first perform a search for the provider name that you wish to add. You are permitted to search for providers in any State/Territory, you can only add a provider for your State/Territory.

##### **Step 1: Log into PRISMS**

- Section 4.1 shows how to log into PRISMS.

##### **Step 2: Select the 'Providers' menu item under the Management menu heading on the left hand vertical menu list**

- The Providers Search screen will be displayed. Complete the search criteria and click on the Search button. The search results screen should return 'No records found' – or else a provider with that name exists – and the 'Add a new provider' button will be displayed. Click on this button to add the new provider.
- The 'Add Provider – Organisation info' tab screen will be displayed. Complete the details requested and click on the Next button. The system will perform some validation. If all validation is passed successfully, click on the Next button.
- The 'Add Provider – Summary' tab will be displayed. Again, complete the details requested and click on the Next button. Further validation will be undertaken and when successfully passed, PRISMS will display the Add Provider – Postal Address tab
- Complete the Postal Address tab, click Next. Complete the Add Provider – Physical Address tab and click Next. Complete the Add Provider – Company Address tab and click Next.
- If the validation is successful, a Confirmation screen will be displayed advising the Provider record has been created, and that you now need to create at least one Location record plus the PEO contact record.
- Click on the Locations hyperlink on the Confirmation page.
- The system will request you select whether the location is owned and operated by the provider or will operate as an arrangement with another provider. Select the required option and click on the Next button.
- The Add new Location screen will be displayed. Enter the required data and click on the Next button.

- Enter the Business and Postal Address details for the location and click on the Save Location button. After successfully validating all of the input, the system will display the 'View / Edit Provider' screen.
- You can now add further locations if required by clicking on the 'Add new location' button; Add the PEO Contact by clicking on the 'Add new Contact' button or add a course by selecting the 'Add new course' button.
- Select the 'Add new Contact' button to add the PEO contact record. Complete the information required – see the Contacts information above. Once the PEO Contact has been successfully updated, PRISMS will again display the 'View / Edit Provider' screen.
- Select the 'Add new Course' button to commence the process of adding courses for the provider. You will need to add at least one Course in order to access the 'Registration Certificate' for the Provider from the 'Organisation info' tab.
- The concept here is to direct you to complete all of the required aspects of creating a new provider – ie: add the provider record, then the location record(s), then the PEO contact and finally the courses.
- You will be required to fill in your provider's details into the appropriate fields.

**Note:** You will need to add at least one Location, one Course and complete PEO Contact details to allow you to successfully register the provider.

- The provider will now be saved with a provisional status until assessment is undertaken and required payments are received by Department of Education.

**Note:** The provider must have paid (or be exempted from) Entry to Market Charge (EMC) and Tuition Protection Scheme (TPS) Levy before the ESOS agency can update the status of the provider to 'registered'.

#### 4.12 How to add a new Location to an existing provider

##### Step 1: Log into PRISMS

- [Section 4.1](#) shows how to log into PRISMS.

##### Step 2: On the 'Welcome to PRISMS' home page, select the 'Provider' menu tab under the Management menu heading in the left hand vertical menu list

- PRISMS will display the 'Providers' screen and allow you to enter the required search criteria. You first must 'find' the provider to which you wish to add the new Location record.
- Click the 'Search' button to commence the search. PRISMS will return either a list of providers that match your search criteria and allow you to highlight the required record and click on it to display the 'View / Edit Provider' screen, or return a single record and automatically display that screen.
- From the 'View / Edit Provider' screen, click on the 'Location/Capacity' tab.

- The 'Add new Location' button will be displayed along with the "Save CoE Block settings" within the Capacity Controls and Sector Capacities section.
- Select the 'Add new Location' button to display the 'Add new Location' screen and then follow the screen directions to add the new location.

#### **4.13 How to recommend the addition of single or multiple courses to an existing location**

##### **Step 1: Log into PRISMS**

- Section [4.1](#) shows how to log into PRISMS.

##### **Step 2: On the 'Welcome to PRISMS' home page, select the 'Provider' menu tab under the Management menu heading in the left hand vertical menu list**

- PRISMS will display the 'Providers' screen and allow you to enter the required search criteria. You first must 'find' the provider to be able to add courses to its location.
- Click the 'Search' button to commence the search. PRISMS will return either a list of providers that match your search criteria and allow you to highlight the required record and click on it to display the 'View / Edit Provider' screen, or return a single record and automatically display that screen.
- From the 'View / Edit Provider' screen, click on the 'Location/Capacity' tab.
- Open the 'View / Edit Location' page by simply clicking on a location for which courses are required to be added.
- On the 'View / Edit Provider' screen, click on the third tab 'Location Courses'.
- On this tab, click the button 'Add/Remove Courses' which will bring up a search criteria screen. You can either search a course by providing details or simply click 'Search' button to view all courses for the provider
- Now you can select all or few desired courses by simply clicking on the check boxes before them and clicking the button 'Save' as the final step. Your recommendation to add the course/s to an existing location will be sent to the appropriate ESOS agency for a decision. You will be notified of the decision in writing.

#### **4.14 Requesting access for Course Cost Upload & Link Courses to Locations Menu**

'Course Cost Upload' & 'Link Courses to Locations' function is available to only those Users that have been granted access by their RSD (Registration Signatory Delegates).

The following step by step process describes how you can apply for additional access.

### **Step 1: Navigate to your account details by clicking 'Change My Details' link**

Firstly, you will need to click 'Change My Details' link on the top menu bar in PRISMS to access your account details. Here you can update your details, change password, deactivate your account and also apply for additional access.

### **Step 2: Navigate to Request Additional Access by clicking 'Request Additional Access' link under 'Change My Details' page**

On the 'Change My Details' page, you will need to click 'Request Additional Access' link.

### **Step 3: Select the appropriate option under 'Select Required Access' drop down menu**

Following Step-2 will display the below 'Request Additional Access' page where you will need to select one of the below options under the 'Select Required Access' drop down menu, depending on the access type you require:

- Course Cost Upload user, who can submit course cost change requests
- Course location linking user, who can submit requests to change courses linked to locations

### **Step 4: Submit your request**

The details of your home organisation will be displayed on selecting the required option under 'Select Required Access'. You will now need to choose a Registration Signatory Delegate (RSD) and then click "Submit Request" button to submit your request.

After the access has been approved you will be notified of the approval via email. You will need to log out of PRISMS and log back in to view access the additional access from the right hand menu.

## **4.15 How to approve Course Costs in bulk for Providers**

Course Cost upload function is available to all education providers to be able to submit a request to their designated authority (TEQSA/ASQA and/or State/Territory Authority) to update one or more courses registered on CRICOS.

A request to update course cost in bulk via this function will not automatically update the cost on CRICOS. The uploaded file is placed in a Queue awaiting approval from the Provider's designated authority. State Users need to have additional access for the function which can be requested by following the steps under Section – 4.13.

**Note:** The ability to request a course cost update in bulk via PRISMS is only available to users with 'CoE Administrator' access.

#### **4.15.1 Approving/Rejecting Course cost changes**

Course Cost upload function is available to all Education Providers and their Responsible Regulators. A request submitted by a Provider to update course cost in bulk does not update the courses until it gets approved by the Regulator.

You have the ability to approve or reject a submitted file from a Provider requesting updates to their Course costs.

**Step 1: On the “Welcome to PRISMS” Home page, select ‘Course Cost Upload’ menu item under ‘Management’ menu heading in the left hand vertical menu list**

**Step 2: PRISMS will display the ‘Course Cost Upload Batch Processing’ screen.**

All File(s) previously saved for upload will be listed in the table displayed on the screen, with one of the following status.

1. Completed – Ok.

User Action: Not required. Data upload successful.

2. Submitted.

User Action: Click the associated record to Approve or Reject submitted file.

3. Rejected

User Action: Not required. Data upload request has been rejected and no changes were made to the system.

**Step 3: To view more details for a file, click on the desired record. PRISMS will display the details on the ‘Upload Details’ tab.**

- You can view the details of the submitted file and the User who submitted the file.
- You can click the link ‘Download’ to view the submitted file.

**Step 4: Approve/Reject a file**

- To Approve a file, you will need to click ‘Approve Submitted File’ button which is displayed on the ‘Upload Details’ tab for a submitted file.
- To Reject a file, you will need to click ‘Reject Submitted File’ button which is displayed on the ‘Upload Details’ tab for a submitted file.

**Note:** You can only Approve/Reject a file if the file has a status of ‘Submitted’.

#### **4.16 How to recommend the approval/reject course location linking requests**

Providers have the ability to submit requests in PRISMS for attaching courses to locations or removing courses that are already attached to a location. The requests submitted are required to be recommended for approval by the Designated State Authority. Recommendation of approval will be sent to the ESOS Agency.

Designated State authorities can view all Provider submitted requests by clicking the “Link courses to location” menu on PRISMS. The menu displays a queue of all submitted requests with updated status on each request. The menu is only visible to approved Users who have been granted access from their RSD (access can be requested through “Change My Details” link on PRISMS).

For viewing a request and approving/rejecting the request, Responsible Regulators are required to follow the below steps:

### **Step 1: Accessing the “Link Courses to Locations” menu**

On the “Welcome to PRISMS” Home page, select “Link courses to locations” menu item under ‘Management’ menu heading in the left hand vertical menu list. The menu is visible only once you have been granted access.

### **Step 2: Viewing submitted requests**

Once the menu has been selected, it will display the “Queue” tab which lists all Provider submitted requests (latest request on top). You can click on a request to view details of each request. The request displayed on the queue may have one of the following statuses indicating the progress on the request:

1. Pending

User Action: Provider submitted request awaiting approval. Regulator needs to approve or reject the file.

2. Approved

User Action: No action required. Requested changes applied.

3. Approved (with comments)

User Action: Requested changes applied with the exception of certain courses. Users are required to review request for any further action that may be required.

4. Rejected

User Action: Request rejected by the Responsible Regulator. Provider is required to review request and/or submit another request.

5. Cancelled

User Action: Regulator cancelled request where after submission of a request, the location’s Provider was suspended/cancelled.

### **Step 3: Recommending Approval/Rejecting a File**

To approve/reject a file, you must do the following

- Choose a file at the status of “Pending”. On selecting a file you will be taken to the “Request details” tab.
- You can then review the request as the tab displays the list of courses that are being removed or added to the location.

- Click Approve button for recommending the approval of the request or Reject button on screen for rejecting the request

Clicking any of the two options will display a confirmation pop up screen allowing you to provide any comments (if required) prior to recommendation for approval or rejection.

**Note:** If a Provider is suspended or cancelled after a request was submitted, you will not be able to approve or reject the request and instead will be provided with the option to click "Cancel request" for cancelling such a request.

## 4.17 How to Update Provider Details

### Step 1: Log into PRISMS

- [Section 4.1](#) shows how to log into PRISMS.

### Step 2: On the 'Welcome to PRISMS' home page, select the 'Provider' menu item under the Management menu heading in the left hand vertical menu list

- The PRISMS system will display the 'Providers' screen – Search Criteria tab

### Step 3: To search for the provider

- To edit or delete an entry for a provider you must first locate the provider (by searching for it in the PRISMS system).
- To search for a provider insert a value for at least one of the search fields.
- You can create a list of all providers in your registered state by entering no values into the fields and clicking the 'start search' button.
- Click the 'Search' button.
- Click the 'Reset' button if you enter a wrong value and wish to set the screen back to its blank state.
- The PRISMS system will display the search results list on the 'Provider' screen – Search Results tab if more than one provider matches the search criteria or will display the 'View/Edit Provider' screen
- Where the search returns a listing, click on the provider name hyperlink of the provider you wish to update.

### Step 4: Update the provider details

- Move through the various Tabs to update the required fields
- However, there are a number of fields you will not be able to update:
  1. CRICOS provider code.
  2. Registered State.
  3. Organisation Type.

4. Provider Status.
5. CRICOS Conditions as they appear on CRICOS
6. Provider has courses with payment in arrears
7. Percentage of courses with payment in arrears

**Step 5: After updating the required details, click on the 'Update', 'Reset' or 'Delete' button**

- If you made a mistake entering any data, click on the 'Reset' button to return the screen to its state before you entered any details. Then you may enter the details again. Or:-
- Click on the 'Update' button. The PRISMS system will display a message asking 'Are you sure you wish to proceed?' If so click the 'Yes' button.
- PRISMS will display the confirmation screen for the provider you have just updated.
- The 'Delete' button will be displayed for providers at 'Cancelled' or 'Provisional' status. Clicking on the delete button will remove the provider from the system.  
**Note:** The Delete button will only be displayed when the courses and the locations associated with the provider are removed. This button is only to be used when the data entered in the record is in error.

#### **4.18 How to Update or Delete Location Details**

**Step 1: Log into PRISMS**

- Section [4.1](#) shows how to log into PRISMS.

**Step 2: On the 'Welcome to PRISMS' main page, select the 'Locations' menu item under the Management menu heading on the left hand vertical menu list**

- The PRISMS system will display the 'Locations' screen – Search tab

**Step 3: To search for the location**

- To edit or delete an entry for a location you must first locate that location. To search for a location insert a value for at least one of the search fields. Use the 'Choose' option if you want to search for the location for a specific provider. Enter a Location Name if you want to search over all providers for a location of that name.
- You can create a list of all providers' locations by entering no values into the fields and clicking the 'search' button.
- Click the 'Reset' button if you enter a wrong value and wish to set the screen back to its blank state.
- The PRISMS system will display the search results on the 'Locations' screen – search results tab
- Click on the location name hyperlink of the provider you wish to update.

#### **Step 4: Move between the various Tabs to update the required fields**

- PRISMS will display the 'View/Edit Location' screen.
- Update required fields in the various Tabs.

#### **Step 5: After updating the details, click the 'Save Location' or 'Reset' button**

- Click on the 'Save Location' button. The PRISMS system will display a message asking 'Are you sure you wish to update this campus?' If so click the 'Yes' button to make the changes permanent. Or:-
- Click on the 'Reset' button to return the screen to its state before you made any changes.
- Click on the Delete button to permanently remove the Location. This option is only available when all courses attached to the chosen location are deselected.

### **4.19 How to Suspend or Cancel a Course**

You are able to suspend courses for providers in your registered state only.

#### **Step 1: Log on to PRISMS**

- Section [4.1](#) shows how to log into PRISMS.

#### **Step 2: Locating the course to suspend or cancel**

- On the 'Welcome to PRISMS' home page, select the 'Courses' menu item under the Management menu heading from the left hand vertical menu list.
- PRISMS will display the 'Course' screen – Search criteria tab.
- Before you can suspend or cancel the course you must first search for it.
- To search for a course, insert a value in any of the search criteria fields and then click on the 'Start Search' button. You can search for multiple courses or for a single course if you know the CRICOS course code. You can search within a specific provider by using the 'Choose' option and selecting the required provider.
- Click on the 'Start Search' button or 'Reset' if you have entered incorrect search values and you wish to return the form to its original state then re-enter your data and click on the 'Start Search' button.
- If you searched for multiple courses, PRISMS will display a listing of all the courses in your registered state that match your search criteria. Click on the CRICOS course code hyperlink of the course you wish to suspend or cancel and this will then display the record for that course.
- If you entered the CRICOS course code directly in the search form, the course record will be directly displayed.
- Click on the 'Suspended or 'Cancelled' radio button at the 'Course Status' options.
- Click on the 'Update Course' button.

- PRISMS will display a number of warning messages asking such things as 'Are you sure you wish to update this course?'
- Click on the 'OK' buttons only if you are sure that you really do want to suspend or cancel the course. A course cancel operation is non reversible!!!
- PRISMS will display the 'Confirmation' page stating that the course has been updated.

#### 4.20 How to a Delete a Course

You are able to delete a course for providers in your own registered state that have a status of cancelled only.

**\*\*\*\*Please note: this option is for courses that have been entered incorrectly, such as incorrect details or duplicate course records being created. Once you have deleted a course it cannot be reactivated or displayed this record again, it is deleted permanently.\*\*\*\***

##### Step 1: Log on to PRISMS

- Section [4.1](#) shows how to log into PRISMS.

##### Step 2: Locating the course to delete and then deleting the course

- The operation to search for the course is the same as for Suspending or Cancelling a course. Refer to section [4.15](#)
- The Delete Course button will only display where the status of the course is 'cancelled'
- If you are sure you wish to delete the course, click on the 'Delete' button.
- PRISMS will display a message asking 'Are you sure you wish to delete this course?'
- (See the note at the top of this section on the consequences of deleting a course).
- Click on the 'OK' button.
- PRISMS will display the 'Confirmation' page stating that the course has been deleted.

#### 4.21 How to View Expired courses

PRISMS provides a regularly updated queue, listing all the expired courses that no longer have any active enrolments. The queue is available under the menu "Bulk Course Cancel". The function will eventually allow national regulators to cancel such courses in bulk and at the moment only provides the ability to view such courses and their associated providers.

For viewing such courses, Responsible Regulators are required to follow the below steps:

##### Step 1: Log on to PRISMS

- Section [4.1](#) shows how to log into PRISMS.

### **Step 2: Accessing the 'Bulk Course Cancel' menu**

- On the "Welcome to PRISMS" Home page, select "Bulk Course Cancel" menu item under 'Management' menu heading in the left hand vertical menu list.

### **Step 3: Selecting providers that have expired courses**

- Once the menu has been selected, it will display the "List of providers" tab which lists all providers that have expired courses. You can select one or more providers to view the courses associated to them.
- This page also provides the following two search options:
- Registered State: This allows you to filter the list for providers registered in a specific state.
- Provider Name or Code: This secondary search allows you to type in the organisation name or provider/CRICOS code to search for a specific provider

Once you have selected the provider/s, you can then click "Proceed to view courses" button at the bottom which will display all associated courses for the selected providers.

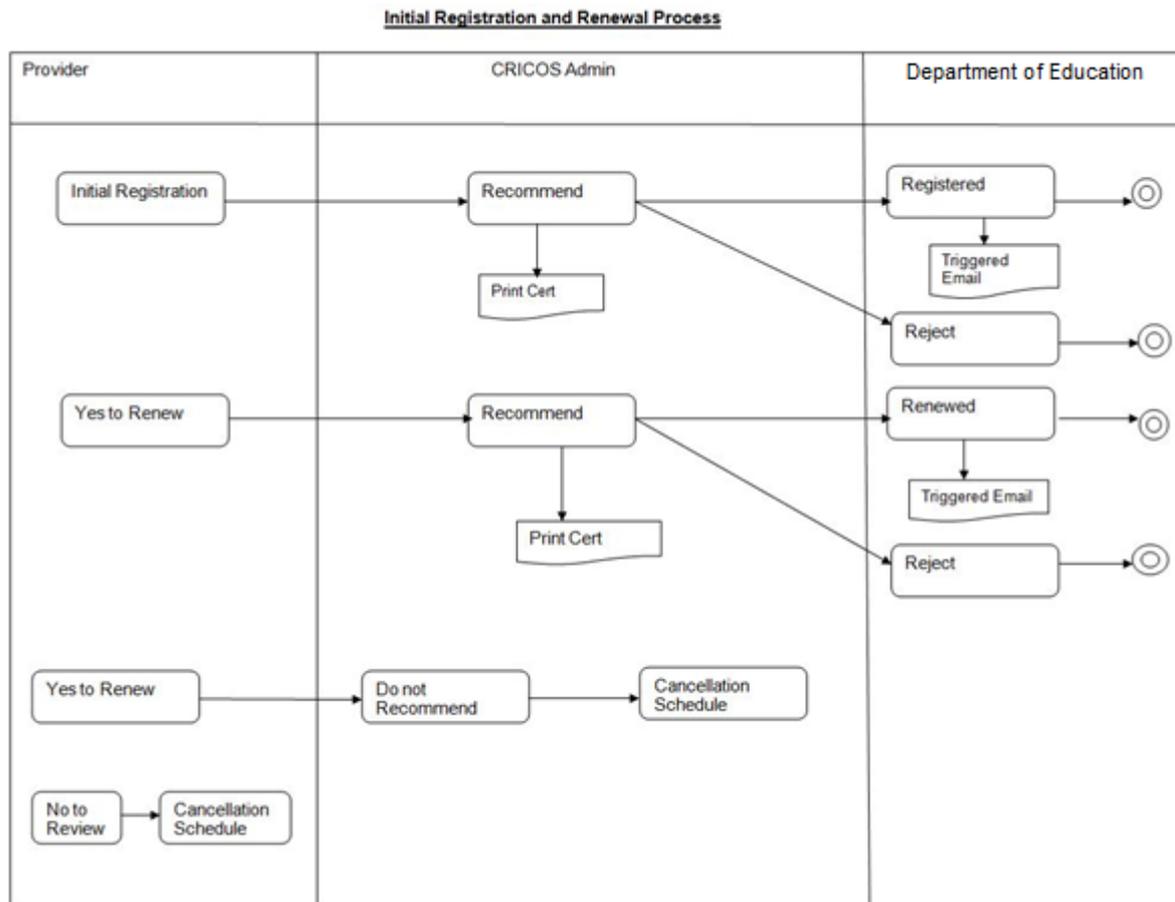
**Note** – The list currently displays providers regulated by both regulators but you can list providers that are regulated by your organisation only by selecting at least one specific state. This is currently an issue which will be addressed to display your regulated providers only, at all times

### **Step 4: Viewing expired courses**

- Lastly, after clicking "Proceed to view courses" button, the associated courses will be displayed under the "List of courses" tab. These are all the expired courses that have no active enrolments for the selected providers.

**Note** – The 'Export to Excel' link is currently unavailable for TEQSA users. This is an issue which will be addressed in the next release.

## 4.22 Initial registration and Renewal of Providers



The Initial registration and renewal is a two-step process as displayed above.

### Scenario 1

1. Provider initiates an initial registration in PRISMS. The application is then decided up by the CRICOS Administrator whether to recommend. If it is recommended, it is escalated to the next step. If not the initial registration comes to an end as it is cancelled.
2. The Department of Education and Training staff investigates the application as to the credibility and decides whether to approve Initial registration. If not the initial registration comes to an end as it is cancelled.

### Scenario 2

1. Provider initiates a renewal in PRISMS. The application is then decided up by the CRICOS Administrator whether to recommend. If it is recommended, it is escalated to the next step. If not the renewal comes to an end as it is cancelled.
2. The Department of Education and Training staff investigates the application as to the credibility and decides whether to approve renewal. If not the renewal comes to an end as it is cancelled.

**Note:** As a part of an Initial Registration or Renewal of Registration, you can contact the Department of Education and Training staff to request matching Course “Approved until” dates of courses with the Provider’s new “Registered Until” date.

#### **4.23 Notifications to Providers**

As part of the ESOS Act 2015 legislative amendments, providers registered to deliver school courses will receive an email notification from the Department of Education and Training, copied to the relevant Designated State Authority (DSA) when the following actions occur in PRISMS:

- Initial CRICOS Registration
- CRICOS Registration renewal
- Refusal of applications for Registration or Renewal
- Extension of CRICOS registration to align with domestic registration
- When sanctions or conditions are imposed, varied or removed
- When new courses are added or existing courses are linked to a new location

These notifications will be sent to the Principle Executive Officer (PEO) registered on CRICOS and contain the details of the relevant transaction and, where necessary, include an excel file with additional details.

#### **4.24 How to align a provider’s CRICOS registered until date with their domestic registration**

The ability to update the provider’s registered until date to align international and domestic expiry dates is available on the provider summary page.

##### **Step 1: Log into PRISMS**

- Section [4.1](#) shows how to log into PRISMS.

##### **Step 2: On the ‘Welcome to PRISMS’ home page, select the ‘Provider’ menu item under the Management menu heading in the left hand vertical menu list**

- The PRISMS system will display the ‘Providers’ screen – Search Criteria tab

##### **Step 3: To search for the provider**

- To edit or delete an entry for a provider you must first locate the provider (by searching for it in the PRISMS system).
- To search for a provider insert a value for at least one of the search fields.
- You can create a list of all providers in your registered state by entering no values into the fields and clicking the ‘start search’ button.
- Click the ‘Search’ button.
- Click the ‘Reset’ button if you enter a wrong value and wish to set the screen back to its blank state.

- The PRISMS system will display the search results list on the 'Provider' screen – Search Results tab if more than one provider matches the search criteria or will display the 'View/Edit Provider' screen.
- Where the search returns a listing, click on the provider name hyperlink of the provider you wish to update.

**Step 4: Under the Provider 'Summary' Tab, select 'Align Expiry Date'**

- PRISMS will display a pop-up window allowing you to specify a date which will update the Providers 'Registered Until' date.

**Step 5: Specify 'Aligning with Domestic Registration' Date**

- The date entered must be in the following format – dd/mm/yyyy.
- The date entered cannot exceed 7 years from the date you are completing the transaction.
- Click the OK button.

**Step 6: Update the 'Summary' Tab to save changes**

- 'Align Expiry Date' button will be removed.
- 'Registered Until' date will be updated with the date.

#### **4.25 How to apply 'Teach Out' to a Provider**

From 1 July 2016 as part of the ESOS ACT 2015 legislation amendment, Regulators will be apply to apply 'Teach Out' to Providers' who will not be renewing their Registration.

This can be completed by a Regulator via the Providers' Summary Tab within PRISMS.

Applying 'Teach Out' to a Provider should be completed only after liaison with the relevant Provider and confirmation of the Providers' intent NOT to renew their Registration beyond their existing expiry date.

The application of 'Teach Out' will have the following impacts of the relevant Provider:

- 'CoE Creation' functionality will be stopped
- All 'Saved, Pending, Approved and Visa Granted CoEs' that have not yet started (course has not yet commenced / students not studying) will be 'Cancelled'

**Step 1: Log into PRISMS**

- Section 4.1 shows how to log into PRISMS.

**Step 2: On the 'Summary' Tab, select 'Teach Out' from the left hand side of the screen**

- PRISMS will display a pop-up window allowing you to apply Teach Out to the Provider for courses which you are the Regulator for
- You may be able to view the details of Courses Regulated by other Regulators if the Provider is a Multi-Sector Provider; you will not be able to impact these Course

**Step 3: Select 'Yes' to apply 'Teach Out'**

- You will be displayed with the following information (example only):
  - Regulator: "STATE"
  - Number of Courses "24"
  - Number of CoE's: "22"

**Step 4: Confirm 'Teach Out'**

- You will be displayed with the following information (example only):
  - *"Please be aware that applying 'Teach Out' to this provider will result in the cancellation of <number> CoEs. Are you sure you wish to apply 'Teach Out' to this provider?"*
- 'Teach Out' will be successfully applied.

## **4.26 How to create Reports and Exports**

Some of these reports are presented in On-Screen format and can be printed using the browser's print function.

'Exports' load the required data into an Excel spreadsheet. Users can then save the spreadsheet and manipulate data and create reports according to their requirements.

Reports and Exports available to CRICOS Administrator users include:

- All Providers Capacity Export
- CoE and Student export
- Contact Export
- Course and CoE Numbers Export
- Course Cost Comparison Export
- Course Duration Comparison Export
- Course export
- Course Location Export
- Course Name Change Export
- Late Reporting Export

- Locations without GeoCode Data Export
- Non-Commencement Reporting Due Date Export
- Provider And Student Defaults Export
- Provider Associations Export
- Provider Exposure Export
- Provider Principal Executive Officer (PEO) export
- Provider, PEO, Location and Course Export
- Sanctions Export
- Student Contact Details Export
- Welfare Arrangement Details Export
- Provider Export (Standard 7)
- Student Export (Standard 7)
- CoE Statistics Report
- Individual Provider Report
- Provider Status Change Statistics Report
- SCV Statistics Report

All reports and exports are accessed by selecting the List of Reports menu item from the Reporting menu heading in the left hand vertical menu list.

After selecting the List of Reports, PRISMS will display the Reports screen

Select the required report or export and follow the screen prompts to produce the required report or export.

## 5 QUICK TIPS

### 5.1 Search tips

The most common difficulty in finding an entry in PRISMS occurs when users enter too much detail in the search fields. The search function will provide a wider list of results if less detail is entered.

For example, entering 'Smithson' in the family name search field might yield results of 'Smithson' and 'Smithsonian'. However entering only a few letters, like 'Smi' will list all names that commence with those three letters in that order, and might include the name that is being sought.

If a name that you are reasonably sure is already on PRISMS fails to appear in a search result list, repeat the list *with less detail*. The name may have been entered with errors in spelling or date of birth, or may contain hyphens or other special characters.

## 6 FREQUENTLY ASKED QUESTIONS

### 6.1 Introduction

**Q: Why do we have to have this system?**

**A:** PRISMS is an important feature of the Government's overall strategy to strengthen the integrity of the education and training export industry. The health of this industry depends on its having a reputation for excellence and integrity. The previous paper-based system for confirmation-of-enrolments was susceptible to forgery and fraud. The electronic system is more secure and significantly reduces malpractice. It also provides evidence relevant to providers' compliance with legislative requirements and a reliable and comprehensive set of data on the education and training export industry.

### 6.2 Security/Privacy

**Q: How will the Commonwealth guarantee the privacy of business information and student information on the PRISMS system?**

**A:** The Department of Education and Training is responsible for making PRISMS as secure as possible. It is accessible only to those people issued with a Login Identifier and Password. There are three different levels of access available to providers, CoE Agent, CoE Create and CoE Administrator, and only those with the CoE Administrator and CoE Create levels of access will be able to obtain reports on the provider's enrolments. Users are only able to access information from providers they have access to work for, and not that of other providers or students enrolled with other providers.

PRISMS enforces monthly password changes and the use of 'strong' passwords. Multiple unsuccessful attempts to access PRISMS with a particular user identifier results in a user account being locked so that it cannot be used for access to PRISMS. A history of all transactions made in PRISMS is kept. All data sent between the client's web browser and the web server is encrypted.

The ESOS amendments provide specifically for exchange of information between the Department of Education and Training, DIBP and the State/Territory education authorities for the purposes of administration of the ESOS Act 2000 and the Migration Act. The provisions of the Federal Privacy Act apply to management of the data between those Departments. Providers need to advise students that their enrolment information will be provided to government.

**Q: Why is there a need for details such as date of birth on the PRISMS Registration Request-CoE Form?**

**A:** This is part of PRISMS for additional security for possible password changes.

**Q: What happens if a user forgets their password?**

**A:** If an individual user forgets their password, they just click on the 'Forgotten your Password' link on the PRISMS Home page. The system will prompt the user for their secure question and answer, and if everything is validated correctly, an e-mail will be forwarded advising of the new password. Should you have any difficulty logging on, then you should email the PRISMS Helpdesk team: [prisms@education.gov.au](mailto:prisms@education.gov.au)

**Q: Is there a backup if something happens to the PRISMS site?**

**A:** There are backups done regularly to the PRISMS website servers and database server.

**Q: What if a provider's Internet Service is down?**

**A:** If the need to issue a CoE is urgent, the provider will have to make alternative arrangements for issuing CoEs, e.g. via an internet café, library or a home-based computer with internet access.

**Q: What happens if there is a global internet failure?**

**A:** Generally, the nature of the Internet means that if one particular route between one computer connected to the internet and another computer fails, one or more alternate routes exist. In the case of a catastrophic failure resulting in access to PRISMS via the internet being unavailable for a lengthy period, alternative arrangements for the confirmation of enrolment for student visas will be made available.

**Q: What if a staff member responsible for inputting information into PRISMS leaves?**

**A:** When a CRICOS Administrator is departing an organisation and wants to remove his or her own access, they can do it themselves by accessing the 'Users' section under My Organisation from the horizontal menu bar. Then the user chooses the specific name for which the access needs to be removed and then clicks on the 'Deactivate User' under the User Options. This functionality automatically deactivates the chosen user of the same state without contacting the PRISMS helpdesk.

### **6.3 Provision of CoEs to Students**

**Q: Does the student need to provide a CoE to DIBP?**

**A:** Yes. The provider must send the student a copy of the CoE. This can be done by faxing a copy to the student or mailing a hard copy to the student. The student must present a paper copy of the CoE to the DIBP post at the time of visa application. The CoE form is validated by DIBP matching its details with those transmitted from the Department of Education and Training.

**Q: Why is there still a need to provide a paper copy of the CoE to the student?**

**A:** To facilitate identification of the student and the DIBP post matching the paper copy with the electronic version on their system. A paper copy provides a student with a sense of security, facilitates passport issue or currency transfers in some countries, assists in efficient visa processing and allows for processing of a visa application to commence in the event of DIBP (offshore) not having received the data from Australia due to a transmission failure. Provision of a paper copy also assists with clarification where a student has multiple CoEs in PRISMS and provides evidence for investigations where attempted abuses of PRISMS may occur.

**Q: Are we able fax a copy of the CoE to the student?**

**A:** Yes. As long as the CoE and CoE Code is legible when it is presented to DIBP.

**Q: Why is the Under 18 Student Welfare Letter required?**

**A:** On 16 April 2003, the letters for providers to confirm appropriate accommodation and welfare arrangements and to approve changes of these arrangements for students under 18 were removed from DIBP's website. These letters are now only available from PRISMS.

The welfare letters are only accessible for students under 18 who have a CoE created for them. The 'View/Print Student Welfare Letter' button for the letter will be at the bottom of the CoE details.

When you first create a CoE, you will have access to print the "Under 18 Student Visa Applicant – Education Provider's Confirmation of Appropriate Accommodation/Welfare" letter. Once the CoE status changes from Approved to Visa Granted/Studying, you will then have access to print the "Under 18 Student – Education Provider's Approval to Change Accommodation/Welfare Arrangements" letter if required.

Information regarding care arrangements for students under 18 can still be found at the DIBP website. <http://www.immi.gov.au/Business/Pages/education-providers/roles-responsibilities.aspx>

You can also find this link posted at the bottom of both welfare letters on PRISMS.

## 7 GLOSSARY OF TERMS USED

### 7.1 General terms

<b>PRISMS</b>	Provider Registration and International Students Management System. PRISMS is a secure database system operated by the Department of Education and Training and DIBP.
<b>CRICOS</b>	Commonwealth Register of Institutions and Courses for Overseas Students
<b>DIBP</b>	Department of Immigration and Border Protection
<b>CoE</b>	Confirmation of Enrolment, generated through PRISMS. The CoE is provided to students to verify that they are bona fide students when applying for a visa.
<b>SCV</b>	Student Course Variation. The record a user with CoE (Administrator) access creates when the report non-compliance of a student.
<b>NCN</b>	Non Compliance Notice. The letter PRISMS produces to be sent to the student where the countdown to the automatic cancellation of their student visa has started.
<b>ESOS Act</b>	Education Services for Overseas Students Act 2000
<b>ESOS Regulations</b>	Education Services for Overseas Students Regulations 2001
<b>Login Identifier</b>	User identification to control access to PRISMS
<b>User account</b>	Record of individual user's details, including Login Identifier, password and other information collected via the PRISMS Registration Request-CoE Form

## 7.2 Explanation of CoE Status

**Saved:** When creating a CoE, it may be 'saved' at any time before it has been completed. Neither the CoE nor any information contained therein, is transmitted to DIBP at this stage. The CoE will be in a draft form only and cannot have a visa granted by DIBP against it.

**Pending:** This is a CoE that has been submitted by its creator for approval by a CoE Administrator. The CoE or any information contained therein is not submitted to DIBP at this stage.

**Approved:** This is a CoE that has been approved by a CoE Administrator. The approval process submits the CoE to the PRISMS processing system and sends the information to DIBP. DIBP will then decide whether or not to grant a visa for the student.

**Visa Granted:** This is an 'Approved' CoE that has had a visa granted against it by DIBP.

**Expired:** PRISMS will update an *Offshore* CoE to 'Expired' if 60 days has passed the proposed course start date on the CoE and the student has not arrived in the country. (DIBP enters this arrival information via PRISMS).

Sometimes an 'expired' CoE will exist for a student who is studying at an institution. This is because the arrival information has not arrived from DIBP, or the student has entered on another visa and when the course start date passed PRISMS updated the CoE to 'expired'.

*Onshore* CoEs do not expire because it is a requirement that the student was 'onshore' when the CoE was created, and no arrival notification is expected.

**Studying:** A CoE will change from a status of 'approved' or 'visa granted' to 'studying' when the proposed course start date on the CoE has passed and the student has arrived in the country.

**Finished:** A CoE will change to the status of 'finished' after the proposed course end date on the CoE has passed, or when a Student Course Variation has been completed to report that a student has finished their course.

**Cancelled:** There are three ways the status of a CoE can be updated to 'cancelled'.

- When the CoE has a status of 'saved', 'pending' or 'approved' and the CoE is 'cancelled' because of a data entry error.
- If DIBP refuse or cancel a student visa, it will result in the student's CoE being cancelled.
- If the Department of Education and Training suspends or cancels a course or provider, it may result in all the CoEs in that course, or at that provider, being cancelled.