Renewal of registration application form (CRICOS)

This form is to be used by SCHOOLS seeking a renewal of approval to offer a course/s at a location/s to an overseas student in Queensland and registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

Under the *Education (Overseas Students) Act 2018* (Qld) [the ‘EOS Act’] applications to renew the approval to offer courses to overseas students must be made **at least 3 months** before the school’s registration expiry date.

*If you have any queries regarding this application, please contact the International Quality (Schools) Unit on*

*(07) 3513 6748 or via email at* [*InternationalRegistration@qed.qld.gov.au*](mailto:InternationalRegistration@qed.qld.gov.au)

Part 1 - Provider Details

|  |  |
| --- | --- |
| Legal entity name / Governing body name |  |
| Trading name |  |
| ABN / ACN |  |
| CRICOS code |  |

Declaration – Authorised person (Principal Executive Officer)

*Note: The application cannot be signed by a delegate of the PEO.*

|  |  |  |
| --- | --- | --- |
| Full name |  | |
| Position in relation to the governing body |  | |
| Signature | | Date |

Additional application contact

If the PEO wishes to nominate an additional contact for matters relating to this application, please provide these additional details.

|  |  |
| --- | --- |
| Full name |  |
| Position |  |
| Email address |  |
| Phone number  (Where possible, please provide a direct number) |  |

Part 2 - School Details

How many domestic students are currently enrolled at the school? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Does the school identify as

Independent

Catholic

Government

Other – please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Accreditation and funding arrangements

Code on the Queensland register of non-State schools: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Is the school in receipt of recurrent Commonwealth funding?  Yes  No\*

*\* If* ***NO****, a ‘Fit & Proper Person’ declaration will be required at the time of lodging this application. For further information please contact the International Quality (Schools) Unit.*

Contact person for day-to-day operational matters

Please nominate a day-to-day contact for operational matters in relation to the school’s CRICOS registration.

|  |  |
| --- | --- |
| Full name |  |
| Position |  |
| Email address |  |
| Phone number  (Where possible, please provide a direct number) |  |

Overseas student enrolments and location details

Location details

Please confirm the locations at which the school delivers to overseas students.

If the school has current overseas student enrolments, please indicate the number of enrolments per location.

|  |  |  |  |
| --- | --- | --- | --- |
| Location name |  | Number of current overseas enrolments |  |
| Location name |  | Number of current overseas enrolments |  |
| Location name |  | Number of current overseas enrolments |  |

Overseas Student Coordinator

Please identify the person who has taken on the role of the Overseas Student Coordinator.

If the school has indicated above that it offers courses to overseas students at more than one location, please provide details of the Overseas Student Coordinator at each location.

*Note: To advise of the Overseas Student Coordinator at more than one location, please replicate this table as many times as required.*

|  |  |
| --- | --- |
| Location name |  |
| Full name of coordinator |  |
| Position |  |
| Email address |  |
| Phone number  (Where possible, please provide a direct number) |  |

Documentation

CRICOS-relevant documentation

In what format has the school organised its **CRICOS documentation** for review?

a staff handbook or manual

* Attach one copy of the of the staff handbook or manual to this application for assessment across all standards in Parts 3, 4 and 5 (below)

a collection of stand-alone documents covering various CRICOS requirements

* Attach copies of relevant CRICOS documents to the application, where prompted in Parts 3, 4 and 5 (below)

Information for overseas students

Does the school have an **international student handbook**?

Yes  No

If **YES,**

Attach one copy of the international student handbook to this application for assessment.

International student fees

Attach a copy of the school’s current **international student fee schedule**

Proof of endorsement for specialised education programs

If the school is registered to provide an **IB program** to overseas students, provide a copy of the relevant IB endorsement letter/s.

If the school is registered to provide an **ELICOS program**, such as High School Preparation, provide a copy of the current NEAS endorsement letter.

PART 3 – Consumer Protection

Marketing information & practices (Standard 1); Recruitment of an overseas student (Standard 2.1)

Please ensure the following information is published on the school’s website prior to submitting your renewal application:

* the school’s full legal entity name (governing body name) and CRICOS code (on website as well as on any downloadable documents for overseas students)
* key CRICOS policies
* *Entry requirements policy*
* *Deferring, suspending or cancelling the overseas student’s enrolment policy*
* *Accommodation and welfare policy*
* *Refund and cancellation policy*
* *Transfer policy*
* *Complaints and appeals policy*
* *Attendance monitoring policy*
* *Course progress monitoring policy*
* the following information:
* CRICOS course codes and course information
* Overseas student fee schedule outlining tuition and non-tuition fees for all registered courses
* Current [ESOS framework factsheet](https://www.education.gov.au/esos-framework/resources/international-students-factsheet), or link to the factsheet
* Information about accommodation options and cost of living in Australia.
* Is the school’s international student handbook (attached above under Section 2.4.2) to be assessed as part of the school’s evidence of complying with Standard 2.1 (i.e., required pre-enrolment information)?

☐ Yes ☐ No ☐ Not applicable

Recruitment of an overseas student (Standard 2.2)

Please provide the following documentation:

* *Entry requirements policy*
* Procedure for assessing an overseas student’s application for entry into the school’s CRICOS registered course/s.
* Any other documents the school chooses to submit to further demonstrate compliance with Standard 2.2 e.g.,
* Enrolment package issued by the school
* Enrolment package issued by an education agent

Formalisation of enrolment and written agreements (Standard 3)

Please provide the following documentation:

* A blank, stand-alone copy of the school’s written agreement template, including an imbedded *Refund policy* (Note: the agreement template must be extracted from any staff handbook)
* A stand-alone copy of the school’s *Refund policy.*
* Procedure for issuing written agreements to accepted overseas students
* Any other documents the school chooses to submit to further demonstrate compliance with Standard 3 e.g.,
* information (associated with Standard 3.3.6) about how the school protects the privacy of overseas students and manages information-sharing requirements with third-party entities engaged by the school (e.g., homestay hosts / education agents), particularly when dealing with medical matters or concerns about course progress / attendance.
* Enrolment checklist
* Correspondence templates sent to successful and unsuccessful overseas applicants
* Template ‘Letter of Offer’ for accepted overseas applicants subject to a transfer restriction

Overseas student transfers (Standard 7)

Please provide the following documentation:

* *Transfer policy*
* Procedure for assessing transfer requests
* Templates for requesting, approving or refusing a transfer
* transfer application form
* transfer approval letter
* transfer refusal letter
* Any other documents the school chooses to submit to further demonstrate compliance with Standard 7 e.g.,
* template ‘Letter of Offer’ for accepted overseas applicants who are subject to a transfer restriction with their current provider

Deferring, suspending or cancelling the overseas student’s enrolment (Standard 9)

Please provide the following documentation:

* *Deferment, suspension and cancellation policy*
* Procedures associated with:
* assessing a student-initiated request for deferment or suspension of enrolment due to compassionate or compelling circumstances
* student notification to cancel enrolment
* provider-initiated suspension or cancellation of enrolment
* Templates associated with student and provider-initiated actions under Standard 9:
* Student request to defer or suspend enrolment (e.g., application form)
* Letter templates informing the student of the school’s intention to suspend or cancel enrolment (including where extenuating circumstances apply)
* Template outcome letters for student-initiated requests to defer or suspend enrolment and school-initiated suspension or cancellation of enrolment
* Any other documents the school chooses to submit to further demonstrate compliance with Standard 9

Complaints and appeals (Standard 10)

Please provide the following documentation:

* *Complaints and appeals policy*
* Procedure for assessing an overseas student’s complaint or appeal
* Any other documents the school chooses to submit to further demonstrate compliance with Standard 10 e.g.,
* form for students to lodge a complaint
* proforma for recording responses and actions in relation to student complaints

Education agents (Standard 4)

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| This section applies where **the school** engages any person or company, whether within or outside Australia, to:   * represent or act on behalf of the school (or purports to do so) when dealing with prospective or accepted overseas students * manage the school’s overseas student program.   Note the defining feature of an agent is not whether the school pays commission for each enrolment.  Standard 4 obligations do not apply where an **overseas parent** engages the services of an agent to locate a school for their child and facilitate enrolment. |

Does the school engage the services of an education agent to assist with the recruitment of overseas students?

Yes  No

If **YES**, please provide the following documentation:

* Education agent agreement template
* Procedures for:
  + engaging and selecting education agents
  + monitoring the activities of education agents
* Any other documents the school chooses to submit to further demonstrate compliance with Standard 4 e.g.,
  + agent application forms
  + agent handbooks
  + agent monitoring forms
  + survey templates

Please ensure the following information is provided in the school website prior to lodging this application:

* List of the school’s current education agents

PART 4 – Student Welfare

For all overseas students under 18 years of age (Standard 5)

Orientation program (Standards 6.1, 6.5 and 5.2)

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| At a minimum, orientation programs for new overseas students must include the following information:   * the nominated official point of contact for overseas students, and any other key contacts * 24-hour emergency contact at the school * student-friendly information about how students can seek assistance and report any incidents or allegations involving actual or alleged sexual, physical or other abuse * support services offered by the school (e.g., academic, English language, personal) * complaints and appeals process * course progress and attendance requirements |

* Is the school’s international student handbook (attached under Section 2.4.2) to be assessed as part of the overseas student orientation program?

Yes  No  Not applicable

* Attach any other documents that contribute to the school’s orientation program e.g.,
  + orientation program / checklist
  + PowerPoint presentation
  + boarding / homestay handbook
  + excerpt from student diary
  + screen shots from student portal or website

Student contact details (Standard 5.3.5 & ESOS Act s.21(2A))

Please provide the following documentation:

* Procedure for updating the school’s contact information for its overseas students in writing at least every 6 months, including in PRISMS.

Staff training (Standard 6.7)

Please provide the following documentation:

* a copy of the school’s staff training program, strategy or overview

*NOTE: A training program may take any format preferred by the school. At a minimum, it should identify the CRICOS processes and tasks requiring specific training at the school, and the staff who should be in receipt of that training.*

Critical incidents (Standard 6.8)

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| Under this standard, CRICOS providers must demonstrate they have identified various types of onshore and offshore events that constitute a critical incident for an overseas student, and the key resources that can be called upon to support them e.g., embassies, interpreting services.  Where an overseas student is enrolled under a CAAW, the critical incident policy and process must reference the key persons who will be engaged to support the student in the absence of a parent. |

Please provide the following documentation:

* *Critical incident policy*
* Procedure for managing a critical incident:
  + including that the school will maintain a record of any critical incident and remedial action taken for a minimum of 2 years after the overseas student ceases to be an accepted student

*Note: schools may submit either a stand-alone critical incident policy and procedure developed specifically to address the needs of overseas students, or, a set of ‘all-purpose’ critical incident documents that satisfy both domestic and overseas student requirements.*

Accommodation and Welfare (Standard 5)

Younger overseas students

Please provide the following documentation:

* *Accommodation and welfare policy* - detailing elements such as:
  + whether or not the school accepts welfare responsibility for unaccompanied overseas students under a CAAW.
  + visa obligations relating to welfare (for CAAW holders and/or Guardian visa holders)
  + accommodation options available to CAAW students during term time and vacation periods
  + non-approval of welfare (grounds for reporting non-approval and implications for CAAW holders)

Welfare obligations for a student on a CAAW

Accepting welfare responsibility

Do you intend to accept welfare responsibility for an overseas student under 18 years of age under a CAAW?

Yes, complete part 4A below

No, complete part 4B below

PART 4A – Accepting welfare responsibility for an overseas student under 18 years of age under a CAAW

Accepting welfare - accommodation options (Standard 5.3)

What accommodation options does the school offer to students on a CAAW?

*Choose all options that are applicable*

Boarding in an accredited boarding house (complete section a)

Homestay in school-arranged homestay program (complete section b)

Homestay via parent-requested arrangements (complete section c)

Homestay in a third-party arranged homestay program (complete section d)

Option for unaccompanied students on a CAAW to remain onshore during vacation periods (complete section e)

1. *For schools offering* ***boarding****:*

Is the school accredited to offer boarding?

Yes  No  ELICOS enrolments only

If yes, does the school intend to offer boarding to its international student cohort?

Yes  No

* If YES, please provide any documents that demonstrate how the school complies with the requirements of Standard 5 e.g.,
  + code of conduct / behavioural expectations, if specific to international students
  + process for confirming with parents each student’s safe arrival onshore or in home country, as agreed
  + processes for ongoing monitoring of boarder well-being, and the support available
  + processes for ensuring regular communication between the school and parents of overseas students throughout their residency
  + processes for risk mitigation – emergency contact, serious incident management, re-location strategy

1. *For schools offering homestay in* ***school-arranged homestay program****:*

* Provide any documents that demonstrate how the school complies with the requirements of Standard 5 e.g.,
  + information on the homestay program that is supplied to students and parents (host / school responsibilities)
  + homestay host application form and / or process
  + homestay family selection criteria
  + home visit checklist
  + homestay contracts (e.g., host family / student)
  + orientation program for new homestay hosts
  + blue card monitoring process or template register
  + homestay student monitoring process
  + homestay student / host family survey
  + homestay risk mitigation strategy e.g., 24-hour emergency contact, serious incident management, re-location plan
  + process for confirming with parents the student’s safe arrival onshore or in home country, as agreed

1. *For schools offering homestay via* ***parent-requested accommodation arrangements****:*

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| --- |
| Parent-requested accommodation arrangements are limited to those circumstances where the overseas parent personally knows the nominated homestay carer.  Where there is no personal relationship between parent and carer (e.g., an education agent or other party is nominating a host on the parent’s behalf), the school must instead meet the compliance requirements for approving and monitoring a *school-arranged* homestay arrangement, as outlined above in section 4.2.2.3. |

* Provide any documents that demonstrate how the school complies with the requirements of Standard 5 e.g.,
  + information on the homestay program that is supplied to students and parents (host / school responsibilities), including advice that the school retains welfare responsibility
  + process for checking the initial suitability of the requested host family, including ensuring the nominated hosts are personally known to the overseas parent
  + home visit checklist
  + homestay contract (e.g., host family / student)
  + orientation for accepted homestay hosts
  + blue card monitoring process or template register
  + homestay student monitoring process
  + homestay risk mitigation strategy e.g., 24-hour emergency contact, serious incident management, re-location plan
  + process for confirming with parents the student’s safe arrival onshore or in home country, as agreed

Has the school approved any parent-requested accommodation arrangements in the last 2 years?

☐ Yes ☐ No

1. *For schools offering homestay in* ***third-party arranged homestay program****:*

Please provide the following documentation:

* a copy of the current Memorandum of Understanding (MOU), or another contract between the school and third-party homestay provider
* If not covered under the MOU or contract, provide any documents that further demonstrate how the school complies with the requirements of Standard 5 e.g.,
* the responsibilities of the third-party homestay provider, school, hosts and student
* confirmation the school retains overall responsibility for each student’s welfare
* child protection measures in place (including the need for blue cards for household members over 18 years)
* regular support / monitoring of overseas students throughout the placement
* risk mitigation strategies e.g., 24-hour emergency contact, serious incident management and re-location strategy
* the staff member at the school who will routinely liaise with the third-party provider and respond to any serious incident identified.

Has the school reviewed, and agrees with, the third-party homestay provider’s policies and procedures for the recruitment, selection and monitoring of homestay families engaged by the third-party homestay provider on behalf of the school?

☐ Yes ☐ No

Does the school currently have students residing in homestay arranged by a third-party homestay provider?

☐ Yes ☐ No

1. *For school’s allowing* ***onshore vacation stay*** *for students on a CAAW*

Are overseas students given the option to stay onshore for longer vacation periods?

Yes  No, students must return home overseas

If YES, how is the school’s vacation program for overseas students managed?

school self-manages requests & approvals  via third-party homestay provider

*Where the school self-manages vacation leave arrangements:*

* Provide any documents that demonstrate how the school complies with the requirements of Standard 5 e.g.,
  + information provided to parents about the vacation leave options available to overseas students
  + information about the process to be followed to request vacation leave
  + vacation request form (with capacity to record approval or refusal of the request)
  + guidance about what is required in order for a request to be approved e.g., behaviour rules, prohibited activities, criteria for selection and approval where hosts are accepted from the school or local community
  + risk mitigation strategies including 24-hour emergency contact, serious incident management, re-location strategy

*NOTE: the school can submit any documents it uses to approve leave requests for domestic students, but it must demonstrate that additional processes are in place (where required) for overseas students whose parents are offshore, and for whom the school principal holds welfare responsibility under a CAAW. If information is contained within a student or parent portal, screen shots can be enclosed as evidence.*

*Where the school engages a third-party homestay provider to assist with vacation leave:*

* Attach a copy of the current Memorandum of Understanding (MOU), or another contract in place between the school and third-party homestay provider.
* If not covered under the MOU or contract, provide any documents that further demonstrate how the school complies with the requirements of Standard 5 e.g.,
* the responsibilities of the homestay provider, school and student
* confirmation the school retains overall responsibility for each student’s welfare
* child protection measures in place (including the need for blue cards where household members are over 18 years)
* support / monitoring of overseas students throughout the placement
* risk mitigation strategies e.g., emergency contact, serious incident management
* the staff member at the school who will liaise with the third-party provider during the school closure and respond to any serious incident.

PART 4B – Provider-initiated restriction on accepting welfare

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| --- |
| Where a provider does not wish to accept welfare responsibility for unaccompanied overseas students under the age of 18 years, there is capacity for a provider-initiated welfare restriction to be put in place. This restriction means the provider cannot issue a CAAW, and all accepted overseas students must be in the care of a parent or Immigration-approved relative.  Where a self-imposed welfare restriction is applied, the provider will not be required to submit documentation to demonstrate compliance with Standard 5, as outlined on this application form. |

Welfare Declaration

This declaration is to be used by a school to advise the Department of Education of their decision not to accept welfare responsibility for any overseas student (under the age of 18 years) enrolled in the school’s CRICOS program, not in the care of a parent or Immigration-approved relative.

This declaration confirms the school’s intention not to issue a *Confirmation of Appropriate Accommodation and Welfare* (CAAW) letter to any overseas student.

Within the meaning of Standard 5 of the [*National Code of Practice for Providers of Education and Training to Overseas Students 2018*](https://www.legislation.gov.au/Details/F2017L01182) (C’th) [the ‘National Code’], welfare responsibility includes approving the accommodation, support and general welfare arrangements of a student not in the care of a parent or Immigration-approved relative.

*The following declaration must be completed by the person nominated by the school’s governing body as the Principal Executive Officer (PEO):*

I, [NAME], in my capacity as the PEO for [Legal entity name] trading as [Name of School] [CRICOS Code] (hereinafter referred to as “the school”) make the following declarations:

1. The school will restrict its enrolment of overseas students (under 18 years) to only those students who are in the care of a parent or Immigration-approved relative.
2. The school will not issue a *Confirmation of Appropriate Accommodation and Welfare (CAAW)* letter, for overseas students under the age of 18.
3. The school will not advertise, in its capacity as a registered CRICOS provider, any boarding, homestay or other accommodation arrangements that either state or imply that these are available to overseas students.
4. In its dealings with any education agents, the school will expressly stipulate the position that it does not enroll overseas students under 18 years who are not in the care of a parent or Immigration-approved relative.
5. The school’s Welfare policy for overseas students will expressly stipulate the position that it does not enroll overseas students under 18 years who are not in the care of a parent or Immigration-approved relative.
6. In the event that the school determines to amend its policy to accept welfare for an overseas student under 18 years who is not in the care of a parent or Immigration approved relative, the school will:
   1. provide all necessary documentation required under Standard 5 of the [*National Code of Practice for Providers of Education and Training to Overseas Students 2018*](https://www.legislation.gov.au/Details/F2017L01182) to the International Quality (Schools) Unit for a suitability and compliance assessment.
   2. not offer welfare responsibility, or issue a CAAW until after the suitability and compliance assessment has been undertaken and the International Quality (Schools) Unit has advised the school of an assessment decision.
7. As the PEO, I understand that any actions undertaken that are contrary to the statements in this declaration may result in a condition being imposed on the school under section 33 of the *Education (Overseas Students) Act 2018.*
8. As the current PEO of the school, I will inform my next successor that this restriction is in effect.

PRINT NAME

SIGNATURE

DATE

PART 5 – Visa Integrity

Attendance monitoring (Standard 8.6 and 8.13)

Please provide the following documentation:

* *Attendance monitoring policy*
* Procedures associated with:
  + monitoring attendance and calculating students’ attendance against minimum requirements under their visa
  + identifying, supporting and notifying students in a timely manner who are at risk of breaching the minimum attendance requirement
  + managing attendance where compassionate or compelling circumstances are confirmed
  + identifying and notifying students who have failed to meet minimum attendance requirements
  + managing internal and external appeals processes
* Templates associated with:
  + At risk attendance letter (including where compassionate or compelling circumstances are identified)
  + Intention to report (attendance) letter, including referral to appeals process
  + Internal appeal outcome letters (in favour of school / in favour of student)
  + External appeal outcome letter (in favour of school)
* Any other documents the school chooses to submit to further demonstrate compliance with monitoring attendance under Standard 8

Course progress monitoring (Standard 8.7 and 8.13)

Please provide the following documentation:

* *Course progress monitoring policy*
* Procedures associated with:
  + monitoring course progress against the academic requirements specified in their policy
  + identifying, supporting and notifying students in a timely manner who are at risk of breaching the course progress requirement
  + identifying and notifying students who have failed to meet course progress requirements
  + managing internal and external appeals processes
* Templates associated with:
  + At risk course progress letter
  + Intention to report (course progress) letter, including referral to appeals process
  + Internal appeal outcome letters (in favour of school / in favour of student)
  + External appeal outcome letter (in favour of school)
* Any other documents the school chooses to submit to further demonstrate compliance with monitoring course progress under Standard 8

PART 6 - Payment and submission details

Application fee

Please be advised, an application fee applies to renewal of registration applications. You will be invoiced upon receipt of this application. For current fees, please refer to our [website](https://www.qld.gov.au/education/international/cricos).

Submission requirements

All applications must be submitted electronically; hard copies of documents will not be accepted.

The completed form, and all documents, should be forwarded to the International Quality (Schools) Unit via email at:

[InternationalRegistration@qed.qld.gov.au](mailto:InternationalRegistration@qed.qld.gov.au)

We advise there is a size limit on this inbox. You may wish to zip files before emailing, or alternatively, email documents across a number of individual emails.

**Important:**

Document transfer applications such as DropBox, WeTransfer or Google-drive are not supported by the Department of Education’s IT systems.

SharePoint is supported by the Department’s IT systems and is an effective mechanism to transfer files.

|  |
| --- |
| Privacy notice: *The International Quality (Schools) Unit collects ‘personal information’ within the meaning of the Queensland Government Information Privacy Act 2009, which deals with the collection and handling of such information by government agencies.*  *Information collected on this form is in accordance with the Commonwealth’s Education Services for Overseas Students (ESOS) Act 2000 and the Education (Overseas Students) Act 2018 (Qld) to assess your application for a renewal of state approval and registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The department will provide registration information to the Australian Government’s Department of Education (DoE) for publication on the national register.*  *Personal information is collected and used to:*   * *process applications* * *ask further questions or request further information* * *enable the International Quality (Schools) Unit to make decisions under the Education (Overseas Students) Act 2018 (Qld) and Education Services for Overseas Students Act 2000 (C’wlth)*   *The type of personal information collected may include:*   * *personal details, including name, postal address, phone number, email* * *enquiries or complaints*   *Personal information may be disclosed to third party entities if applicable. Examples of these entities are:*   * *The Queensland Minister for Education* * *The Director-General (or delegate) and other relevant areas within the Queensland Department of Education* * *The Australian Government’s Department of Education (DoE)* * *International Quality (Schools) Unit staff administering and processing CRICOS applications and registration amendments*   *Certain information collected may also be published under the Open Data (*[*data.qld.gov.au*](https://data.qld.gov.au/)*) if suitable for release.*  *In other instances, information collected can be disclosed without further consent where authorised or required by law.* |