CONFIRMED TABLE OF EVIDENCE FOR CRICOS RENEWAL OF REGISTRATON – NON SELF ACCREDITING AUTHORITY (Non-SAA)

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| **PROVIDER NAME:** | INSERT | **CRICOS CODE:** | INSERT |
| **APPLICATION NUMBER:** | INSERT | **APPLICATION DUE DATE:** | INSERT |
| **Standard** | **Minimum evidence requirements** | **Evidentiary attachment (including URLs)***Please ensure that each file name clearly references the Standard it is addressing*  | **Attached (Y/N)** |
| 1 | * A current sample of the marketing and promotional material for current and prospective students
* Details of marketing materials provided to agents
* Marketing and recruitment policies and procedures
* Links to information for students published on the website and on all social media accounts used for promotional purposes, including but not limited to, Facebook, Instagram and LinkedIn
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| 2 | * International student handbooks
* Course specific brochures - sample only
* Credit and recognition of prior learning (RPL) policy and procedures
* Register of students granted credit within the last 24 months
* Admission policies and procedures
* Policies and procedures for assessment of English language proficiency
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| 3 | * Example of a Letter of Offer and written agreement between the provider and student for a course of study
* Fee refund policy and procedure
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| 4 | * Agent recruitment and management policy
* Example of a written agreement between the provider and education agent
* A current list of education agents engaged to formally represent the provider as published on the provider website and a link to where this list is located on the provider’s website
* Details of any training and development programs provided to agents
* Most recent review report on the performance of agents, including the outcome of the review and any matters or actions arising (e.g. numbers enrolled and succeeded, meetings with agents, terminations of agents), relevant minutes and actions arising
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| 5 | * Policies and procedures for students under the age of 18, including critical incident policies and procedures
* Evidence demonstrating that the suitability of accommodation for students under the age of 18 has been verified prior to the accommodation being approved and at least every six months thereafter
* Example of agreements with any third-party provider engaged to provide welfare and/or accommodation arrangements to under 18 students
* Policies and procedures for selecting, screening and monitoring any third parties engaged by the provider to organise and assess welfare and accommodation arrangements, if applicable
* Evidence of compliance with Commonwealth and State/Territory legislation, or other regulations regarding child welfare and protection requirements
* Samples of information given to students under the age of 18 on emergency contacts and how to seek assistance and report on incidents of actual or alleged sexual, physical or other abuse
* Copy of the Working with Children Check register
* Evidence of Staff receiving training in child protection principles as part of the staff induction process
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| 6 | * Critical incident policies and procedures
* Copy of the critical incident register or other written record for at least the last 2 years
* Evidence of a culturally and age-appropriate orientation program including the presentation used for international students
* Policies: student support, orientation, staff development, health and safety
* Details of ESOS training and ongoing professional development undertaken by staff
* Description of student services for international students, including:
	+ legal services,
	+ emergency and health services,
	+ academic and English language student support,
	+ welfare support services, and
	+ other student support services.
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| 7 | * Policy and procedure for overseas student transfers
* Example of correspondence sent by the provider to the overseas student when the provider intends to refuse a transfer request
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| 8 | * Policy and procedure for monitoring, recording and assessing course progress, including intervention strategy for students at risk
* Where applicable, policy and procedure for monitoring and recording attendance
* Example of correspondence sent by the provider to the overseas student when the provider intends to report the student for unsatisfactory course progress or attendance
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| 9 | * Policies and procedures for assessing, approving and recording a deferment, suspension and cancellation
* A report of all decisions to defer, suspend or cancel an overseas student’s enrolment over the preceding 12 months, with a description of reasons and outcomes
* Example of correspondence sent by the provider to the overseas student notifying them of the provider’s intention to suspend or cancel the student’s enrolment
* Example of correspondence sent by the provider to the overseas student notifying them that a deferral, suspension or cancellation has taken place
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| 10 | * Policy and procedure for complaints and appeals
* A report of all student complaints and appeals received over the preceding 12 months, with evidence of processes implemented and description of outcomes and actions taken
* Examples of correspondence sent by the provider to the overseas student notifying them of the outcome of an internal appeal process for both favourable and adverse decisions
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| 11 | * Details of any third-party arrangements for the delivery of a course or courses to overseas students
* Evidence of quality assurance and monitoring arrangements between the provider and the third party
* An outline of changes to current third-party arrangements and a copy of the amended contract if any of the following areas have been amended since approved by TEQSA:
	+ roles and responsibilities of each party
	+ delivery site location
	+ duration of contract length
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|  | * List other relevant evidence if applicable
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**Further information for Providers with Foundation and ELICOS Courses as well as Exemptions to enrol students under the age of 17 in Foundation Programs:**

**Providers wishing to renew their Foundation programs should provide the following evidence:**

A self-assurance report of no more than 5 pagesoutlining how the provider’s governing body assures itself of the quality of its education operations in relation to its Foundation Program, and that it is continuing to meet the *Education Services For Overseas Students (Foundation Program Standards) Instrument 2021* (Foundation Program Standards).

As part of the self-assurance report, the provider should:

1. Provide evidence of how risks have been identified, managed, and mitigated, and how the provider will manage these risks going forward, including areas for continuous improvement, and associated actions and measures to monitor success
2. Demonstrate how the provider manages key sector risks in the following areas:
	1. student recruitment and admission,
	2. student participation, support, and experience, and
	3. student attainment.
3. Outline the findings, actions arising, and resulting outcomes of at least one review by a suitably qualified discipline expert that verifies that the course is compliant with the Foundation Programs Standards. A copy of the review should be included as an attachment to the self-assurance report.
4. Provide evidence of the course’s approval and oversight through the provider’s internal quality assurance mechanisms.
5. Outline whether the program is delivered as a standard or extended Foundation Program.
6. Outline whether the program is delivered as a streamed or generalist program.
7. Verify that the scheduled English Language hours are compliant with requirements under Standard 5 of the Foundation Programs Standards.
8. Provide evidence of the formal measures the provider has implemented to ensure that assessment outcomes for the English language subjects are comparable to other criteria used for admission to the available higher education pathways, or for admission to other similar courses of study.
9. Outline any changes that have been made to the Foundation Program since it was last approved by TEQSA or another ESOS agency;
	1. where the provider has made significant changes that entail any of the following, if the changes are to be implemented at the time of reregistration the provider is to outline those changes, and the rationale for their implementation:
		1. changes, whether incremental or at one time, to more than 25% of the total number of course units or subjects from the time the Foundation Program was last approved by the ESOS agency for the provider,
		2. substantial variations to course delivery, or
		3. substantial changes to course nomenclature, duration, entry requirements, outcomes or structure;
	2. where the provider has made any other changes, the provider will need to submit evidence of their approval by the provider’s academic board.

If significant changes are made to courses at any other time, providers are reminded of their obligation to notify TEQSA via a material change notification outlining the changes, and the rationale for those changes. See TEQSA’s website for further advice on notifications required of CRICOS registered providers.

**Providers wishing to renew their ELICOS Courses should provide the following evidence:**

A self-assurance report of no more than 5 pagesoutlininghow the provider’s governing body assures itself of the quality of its education operations in relation to its ELICOS Courses, and that it is continuing to meet the [ELICOS Standards](https://www.legislation.gov.au/Series/F2017L01349).

As part of the self-assurance report, the provider should:

1. Provide evidence of how risks have been identified, managed, and mitigated, and how the provider will manage these risks going forward, including areas for continuous improvement, and associated actions and measures to monitor success.
2. Demonstrate how the provider manages key sector risks in the following areas:
	1. student participation, support, and experience,
	2. student attainment, and
	3. workforce planning.
3. Outline the findings, actions arising, and resulting outcomes of at least one review by a suitably qualified discipline expert that verifies that the course is compliant with the ELICOS Standards. A copy of the review should be included as an attachment to the self-assurance report.
4. Provide evidence of the course’s approval and oversight through the provider’s internal quality assurance mechanisms.
5. Demonstrate that the ELICOS Course meets the minimum requirement of 20 hours face-to-face scheduled course contact per week, as well as any other study requirements and any scheduled breaks.
6. Verify that policies and procedures related to study arrangements for students under the age of 18 comply with the National Code.
7. Outline that facilities and operations for any mixed-age student cohorts are designed to meet the needs of students of different ages, maturity and levels of English language proficiency.
8. Outline access to services, learning opportunities, facilities and equipment that address students’ English language learning needs.
9. Demonstrate that course materials and tutoring are tailored to meet student learning requirements, taking into account the differing levels of students’ age and maturity.
10. Provide evidence of the formal measures the provider has implemented to ensure that assessment outcomes for the English language subjects are comparable to other criteria used for admission to the available higher education pathways, or for admission to other similar courses of study.

**Providers with Exemptions to enrol students under the age of 17 in Foundation Programs:**

Please note that providers who have existing exemptions to enrol students under the age of 17 in Foundation Programs will need to renew this exemption along with their application to renew CRICOS registration.

To renew exemptions to enrol students under the age of 17 in Foundation Programs, the provider will need to submit the following evidence requirements:

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| exemptions to enrol students under the age of 17 in Foundation Programs | * policies and procedures in place for managing the provision of welfare arrangements for U17 students including critical incident policies and procedures.
* details of appropriate arrangements in place for student accommodation and wellbeing including evidence demonstrating that the suitability of accommodation for students under the age of 17 has been verified prior to the accommodation being approved and at least every six months thereafter.
* Example of agreements with any third-party provider engaged to provide welfare and/or accommodation arrangements to under 17 students.
* Policies and procedures for selecting, screening and monitoring any third parties engaged by the provider to organise and assess welfare and accommodation arrangements, if applicable.
* details of appropriate arrangements in place for the orientation of students that are U17 years of age including samples of information given to students under the age of 17 on emergency contacts and how to seek assistance and report on incidents of actual or alleged sexual, physical or other abuse.
* evidence of appropriate arrangements in place for academic progress review of students that are U17 years of age.
* Evidence of compliance with Commonwealth and State/Territory legislation, or other regulations regarding child welfare and protection requirements
* Copy of the Working with Children Check register.
* Evidence of Staff receiving training in child protection principles as part of the staff induction process.
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