

Reporting CRICOS Provider Default Obligation Outcomes in PRISMS

How to report obligation outcomes in PRISMS following a provider default

When a provider default occurs, Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) education providers must meet their tuition protection obligations under the [Education Services for Overseas Students Act 2000](#)¹ (ESOS Act). This includes reporting whether and how it discharged its obligations to each affected student in the Provider Registration and International Student Management System (PRISMS) **within 21 days of the default**, in accordance with section 46F of the ESOS Act. This document guides CRICOS providers through reporting their provider default obligation outcomes in PRISMS.

For further information about the TPS and provider default obligations, visit the TPS [International Providers](#)² webpage, or contact the TPS by emailing support@tps.gov.au or calling [1300 131 798](tel:1300131798).

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¹ www.legislation.gov.au/C2004A00757/latest/text

² www.education.gov.au/tps/international-providers-tps

Step 1: Log in to PRISMS

1.1 Log in to PRISMS via the [PRISMS Logon page](#)³.

1.2 Navigate to 'Students/CoEs'.

1.3 Insert the relevant CoE Code, then click **Search**.

Australian Government
Department of Education

PRISMS Provider Registration and International Student Management System

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Reports

Provider Students/CoEs

Use this page to manage existing Student and CoE related information for Provider name [CRICOS code] . Depending on your access level, this includes the ability to view and add Student Course Variations, edit provider-specific Student details, and view the history of events for individual CoEs.

Search Criteria

CoE Code:

Provider's Student ID:

Student's Passport Number:

You only need to specify one of the above criteria in order to perform a search (these will override any criteria specified below)

CoE Status:

First or Second Name:

Family Name:

Date of Birth:

Gender: ☐ Female ☐ Male ☐ Indeterminate

CRICOS Course Code:

Created from:

Created to:

Search **Reset**

Step 2: Record provider default

2.1 Navigate to the 'Course Variation/Defaults' tab, then click **Record Provider/Student Default**.

View/Edit CoE SURNAME, Given Names [CoE Code] (Status)

Use this page to view and edit details relating to an existing Confirmation-of-Enrolment (CoE). The status of the CoE determines the amount of information that you may edit.

Enrolment Details Student Details Payment Details **Course Variation/Defaults** CoE Event History Student Contacts

Agent Details TNE Arrangements Scholarships

Reporting Quick Reference Guide **Only Change Location** **Add Variation** **Record Provider/Student Default**

³ prisms.education.gov.au/Logon/Logon.aspx

2.2 Review the student's details to ensure the correct CoE Code has been entered.

Review Student Details	
Student CoE:	CoE Code
CoE status:	Studying
Title:	
Name:	SURNAME, Given Names
Date of birth:	01/01/2000
Passport number:	
Course:	Course name [Course code]
Prepaid Fee:	0.00

2.3 For a provider default, record the default type as 'Provider', then indicate the date the default occurred. If the default occurred before the student commenced their course, select 'Provider FAILS TO START course' as the default reason. If the student commenced their course before the default date, select 'Provider CEASES TO PROVIDE course'.

Record Default Details	
* Default type:	Provider
* Default date:	dd/mm/yyyy
* Default reason:	

2.4 Confirm or update the student's contact details.

Add/Confirm Student Contact Details	
Contact Details	
* Email Address:	student@email.com
Mobile:	0412345678
Phone:	
Residential Address	
Line 1:	1 Sample Street
Line 2:	
Line 3:	
Line 4:	
Suburb/City:	Sydney
State:	New South Wales
Post Code:	2000
Country:	Australia

Step 3: Record the default outcome

3.1 To record the default outcome, select 'Yes'.

Outcome

Do you wish to record the default outcome? Yes 

(You are required to report the outcome within 7 days of the obligation period ending, including if no refund owing)

3.2 Select the applicable outcome under 'Record Outcome'. Please refer to the following list to ensure the correct outcome is selected.

Record Outcome

* What was the outcome? 

- a. **Placed student in a course:** The defaulted provider arranged for the student to be offered a place in an alternative course, **and** the student accepted that offer in writing.
- b. **Refunded tuition fees:** The defaulted provider issued a refund of unspent tuition fees to the student.
- c. **Placed student AND refunded tuition fees:** The defaulted provider met both of the above obligations.
- d. **I did not meet my obligations:** The defaulted provider **did not** arrange for the student to be offered a place in an alternative course which the student accepted in writing **and did not** provide the student with a refund of unspent tuition fees. This outcome should be selected where the provider has attempted to contact the student but has not received a response, or where the provider is awaiting information from the student.
- e. **There was no obligation to be met:** This outcome must only be selected in exceptional circumstances. Defaulted providers are legally required under section 46D of the ESOS Act to either place the student in an alternative course which the student accepts in writing or refund the student's unspent tuition fees. Detailed comments must be provided explaining why no obligation applied if this outcome is selected.

3.3 Complete the steps for the applicable outcome, then click **Save & Confirm**.

Step 3a: 'Placed student in a course' outcome

3a.1 Indicate the date that the placement arrangements were made. This date may be the date the new CoE was created, the date the written agreement was signed, or the date the student accepted an offer in the new course in writing.

3a.2 Provide the student's new CoE code. If you do not know the student's new CoE code, provide details in the 'Comments' section explaining why you do not know it.

3a.3 If applicable, check the box indicating that you have written evidence of the student's acceptance of an offer in the new course.

Record Outcome

* What was the outcome?

Placed student in course

When were the placement arrangements made? *

dd/mm/yyyy

* What is the new CoE code?

* Comments:

Please give details as to why you do not have the new CoE code.

☐ I have written evidence that the student had been offered and accepted this course.

Step 3b: 'Refunded tuition fees' outcome

3b.1 Indicate the date the student's refund was issued.

3b.2 Indicate the amount refunded (AUD).

Record Outcome

* What was the outcome?

Refunded tuition fees

* When did you refund the student?

dd/mm/yyyy

* How much have you refunded the student? (\$)

Step 3c: 'Placed student and refunded tuition fees' outcome

3c.1 Provide the information outlined in Step 3a and Step 3b.

Record Outcome

* What was the outcome?

Placed student AND refunded tuition fees

* When did you refund the student?

dd/mm/yyyy

* How much have you refunded the student? (\$)

When were the placement arrangements made? *

dd/mm/yyyy

* What is the new CoE code?

* Comments:

Please give details as to why you do not have the new CoE code.

☐ I have written evidence that the student had been offered and accepted this course.

Step 3d: 'I did not meet my obligations' outcome

3d.1 Indicate the reason why obligations to the student were not met. Reasons may include 'Student is unreachable', 'Awaiting student information', or 'Others'.

3d.2 Provide details in the 'Comments' section as to why obligations to the student were not met.

Record Outcome

* What was the outcome?

I did not meet my obligations

Reason:

* Comments:

Please provide details as to why you did not meet your obligations.

Step 3e: 'There was no obligation to be met' outcome

3e.1 Provide details explaining why no obligations were required to be met in the 'Comments' section.

Record Outcome

* What was the outcome?

There was no obligation to be met

* Comments:

Please provide details as to why No obligations were required to be met.