

Assessing Validity & Processing Invalids Task Card

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Student Validity Requirements Table

1222 (1)

Form

Applicants lodge online via Form 157A (Internet).

Approved applicants may lodge via a paper application (refer to Commencement A Manual Student Visa application task card). If an applicant has been approved to lodge manually VPOs will see an authorisation email in Trim.

1222(3)c

Evidence of Enrolment (either a, b, c or d)

- a. Confirmation of enrolment for each of the applicant's intended courses of study.

There is no requirement for copies of CoEs to be attached to the application – CoE information will be verified in PRISMS as below:

- To satisfy Schedule 1 the applicant must have a CoE(s) that was approved on or before the date of lodgement.
- Open the CoE(s) listed under Request Additional Information and also open PRISMS and locate the client's record.
- Click on the CoE(s) tab in PRISMS.
- Select the CoE(s) provided at lodgement, i.e. the CoE(s) listed in the Permission Request Additional Information screen.
- Click on the CoE Event History and check the approval date.
- To be valid, CoE(s) must be approved on or before the lodgement date.
-

- b. in the case of a:
- i. Foreign Affairs Student, a letter of support from the Foreign Minister; or
 - ii. Defence Student, a letter of support from the Defence Minister; or
 - iii. Secondary Exchange Student, an AASES form or
- c. If the applicant is in Australia - a letter of offer for each enrolment in a course of study
- If the applicant does not hold any CoEs and is relying solely on letters of offer as evidence of enrolment, a letter of offer relating to at least one of the courses in the package must be attached to the application.
- If the applicant holds a CoE for at least one of the courses in the package, the application will be considered valid, even if copies of letters of offer relating to the remaining courses are not provided.
- d. Thesis marking: a letter from the education provider requiring the applicant to remain in Australia during the marking of his or her postgraduate thesis.

1222(3)d

Evidence of Welfare Arrangements

If the applicant seeks to satisfy the primary criteria for the grant of a Subclass 500 (Student) visa and will be under 18 years of age at any time while in Australia, the application must be accompanied by evidence of intended arrangements for the applicant's accommodation, support and general welfare. Acceptable evidence of welfare arrangement can be provided by supplying Form 157(N), CAAW or evidence of a guardian application. If no 157N form is provided for an applicant under 18yrs at the time of application, regardless of whether they will turn 18yrs following arrival, the application is invalid.

Welfare may be provided in the form of:

Parent, custodian or close relative

Under policy if the student intends to reside with 'a parent or custodian or a suitable relative' the student must submit a form 157N (Nomination of student guardian) with their Student visa application. For Schedule 1 validity purposes, there is no need to assess whether the parent, custodian or suitable relative would meet Schedule 2 requirements. The inclusion of a completed form 157N is sufficient.

Associated Guardian Visa

The applicant may nominate an associated 590 or 580 guardian visa holder/applicant as evidence of welfare.

Welfare approved by education provider

If intending to reside in Australia according to welfare arrangements approved by the education provider, the student must submit a CAAW (Confirmation of Appropriate Accommodation and Welfare) letter. Officers should confirm that a CAAW letter has been issued in PRISMS.

Defence/Foreign Affairs students

Foreign Affairs and Defence students must provide a letter from DFAT/Defence with their Student visa application, stating that arrangements have been made for the student's welfare.

Secondary exchange students

If the student is a secondary exchange student they must provide an AASES form with their Student visa application.

If the student will turn 18 before the intended arrival date

If the student will turn 18 before their intended arrival date, under policy for the application to be valid, no evidence of intended welfare arrangements is required.

If the student will turn 18 after arrival but before their course commences. If the student will turn 18 after arrival but before their course commences, for their application to be valid, they will need to include evidence about their proposed arrangements. The evidence must be provided in a form 157N or a CAAW letter.

1222 (4)**If in Australia holds eligible visa or meets eligibility criteria**

If the applicant is in Australia, the applicant must hold a substantive temporary visa, the following categories of visas preclude an applicant from lodging a Student Visa Application in Australia 2016/016:

- Subclass **426** Domestic Worker (Temporary) — Diplomatic or Consular visa - The whole subclass
- Subclass **403** Temporary Work (International Relations) visa - Domestic Worker (Diplomatic or consular) stream only
- Subclass **995** Diplomatic visa - Subclass 995 visa granted to an applicant who satisfied the primary criteria.
- Subclass **771** Transit visa - The whole subclass
- Subclass **600** Visitor visa - Sponsored Family stream or Approved Destination Status stream

DOES NOT HOLD A SUBSTANTIVE VISA

If the applicant is not the holder of a substantive visa, the last substantive visa held by the applicant must be:

- a student visa; or
- a special purpose visa; or
- a Diplomatic (Temporary) (Class TF) visa granted to the holder as the spouse or de facto partner, or a dependent relative, of a diplomatic or consular representative of a foreign country;

AND

Application is made within 28 days after: the day when that last substantive visa ceased to be in effect;

Or if that last substantive visa was cancelled, and the Tribunal has made a decision to set aside and substitute the cancellation decision or the Minister's decision not to revoke the cancellation—the later of: The day when that last substantive visa ceased to be in effect; and The day when the applicant is taken, under sections 368D and 379C of the Act, to have been notified of the Tribunal's decision;

AND

The applicant has not previously been granted a visa based on an application made when the applicant did not hold a substantive visa.

No Further Stay 8534/8503 visa conditions prevent the applicant from lodging a valid application onshore.

A decision bar occurs in ICSE if the applicant has a No Further Stay condition on their substantive visa.

Separate instructions are provided below for 8503 & 8534, 8535, 8540.

8503/8534: Check if the applicant was onshore or offshore at the time of lodgment.

Condition 8503 or 8534 and lodged offshore:

There is currently a system error occurring in ICSE for applicants who hold a substantive visa with a NFS condition that apply for a student visa offshore. As the application is lodged offshore a NFS condition does not apply, NFS does not prevent an applicant from lodging an application whilst offshore. If the applicant returns onshore before a decision is made, a decision bar will appear regarding the NFS condition. In this case, Team leaders or Managers can phone or email Trips and request the NFS be temporarily removed to allow grant. To ensure accurate records are maintained, VPOs must ensure the NFS condition is reapplied to the visa which had a NFS condition imposed. Important to note, a new application may not have a NFS condition imposed, VPOs should refer to the PAM for guidance on NFS conditions.

Condition 8503 or 8534 and lodged onshore:

The applicant must have been approved a waiver of the NFS condition before the date of lodgement. VPOs should check the permission request history in ICSE, NFS waivers are usually commenced and processed in a Student permission request. If there is no evidence the applicant has had a waiver processed, the application is Invalid.

If a NFS waiver has been approved, there will be a NFS event in the permission request which needs to be reversed by a team leader or manager.

Condition 8535 lodged onshore or offshore:

This event occurs when the applicant has a 'No Further Application' condition on their substantive visa. Where the student visa applicant has provided evidence of support from the Commonwealth or Foreign Government you will need to ask your Team leader or Manager to undo the 8535 decision bar, you can grant the appropriate BV once the decision bar has been undone.

Condition 8540 lodged onshore or offshore: This visa condition, which operates as a 'No Further Application' condition is specific to the Work and Holiday program. This condition is not relevant to the Student Visa program.

Section 48 Decision Bar

A Section 48 decision bar will appear in the permission request event window if the applicant is subject to Section 48. VPOs should refer to their supervisor if a Section 48 decision bar applies to the applicant.

In certain circumstances a person in Australia who does not hold a substantive visa can validly apply only for certain visas (prescribed in regulation 2.12), namely if, since last entering Australia they:

- have been refused a visa (other than a refusal of a bridging visa or a refusal under s501, 501A or 501B), whether or not that application has been finally determined - see s48(1)(b)(i)

or held a visa that was cancelled under certain provisions - see s48(1)(b)(ii).

The limitation on applications under s48:

- prevents repeat visa applications being made by a person in Australia who does not hold a substantive visa and who has had a visa application refused or a visa cancelled since last entering Australia.

Reg. 2.07 (4) outlines

An application for a visa that is made using an approved form is not a valid application if the applicant does not set out his or her residential address:

- (a) in the form; or
- (b) in a separate document that accompanies the application.

A PO BOX is not acceptable. If the applicant has not provided their residential address in the application form or supporting documents, the application should be invalidated.

If the above validity requirements are satisfied, you should proceed to take payment. If payment is successful, proceed to grant an associated Bridging Visa.

1222 (2)

Fee: Visa Application Charge (VAC)

The application fee is paid at time of lodgement, unless the applicant is eligible for a NIL fee. If the applicant has selected NIL fee and there is no evidence that they meet one of the following, the application is invalid.

The following students are eligible for a Nil fee VAC:

- Students granted approval under a students' training scheme approved by the Commonwealth, to study in Australia. An additional letter should be provided by the applicant as evidence of Commonwealth sponsorship. IPRS students should have **non-ESOS** recorded on their CoE.
- Foreign Affairs students, must provide a letter of support from Foreign Affairs Minister.
- Defence students, must provide a letter of support from Foreign Affairs Minister.
- Secondary exchange students, must provide the AASES letter of acceptance.
- Students who have not been able to complete their study due to Provider Default (refer to the PAM for these students).
- Nil fee applies to MOFU making a combined application with the student and Foreign Affairs and Defence sector students applying as subsequent entrants.

If a validity requirement is not met the application is Invalid, refer to Processing an Invalid application instructions (further below).

Actioning Validity Follow Up Events

Applications will flow to the Invalids folder in WMAN if they have one or more of the follow up events below:

- [\(8503, 8534, 8535, 8540\) No Further Stay](#) or
- [Applicant has No Further Stay Conditions on Visa](#)
- [Applicant has been unlawful for less than 28 days](#)
- [Check validity for evidence types](#)
- [Client does not have current pre-requisite visa](#)
- [COE DOB does not match Clients DOB](#)
- [COE Expired or Cancelled](#)
- [Confirm Nil-Fee eligibility](#)

- [Fee Waiver to be verified](#)
- [PRISMS Course sector not provided](#) (Postgraduate Research Sector only)

Or:

Any of the [Welfare related follow ups](#) below:

- Accommodation and Welfare Requirement not met
- No welfare arrangements in place
- No welfare dates
- U18 Student Welfare Failed
- Welfare Letter
- Welfare Undertaking
- Invalid Related Application ID

VPOs must assess the follow up event (click on the hyperlink for instructions) and determine if the application is valid.

If the follow up issue is resolved and the application is a valid application, VPOs should undo the follow up event using the qualifier “Has been followed up” and record specific notes to explain how the follow up has been resolved.

If the application is Valid:

- Grant onshore applicants the appropriate Bridging Visa (see instructions further below) and undo any Bridging Visa related follow up events.

And

- Go to Permission Request > Interfaces > Work Management > View/Edit Folder and select the appropriate WMAN folder for the application.

If the application is Invalid:

If the follow up cannot be resolved (applicant does not satisfy Schedule 1 criteria) the application is Invalid (see instructions further below).

Validity Follow Up Event list

(8503, 8534, 8535, 8540) No Further Stay or

Applicant has No Further Stay Conditions on Visa

This follow up occurs when the applicant has a No Further Stay condition on their substantive visa.

Separate instructions are provided below for 8503 & 8534, 8535, 8540.

8503/8534: Check if the applicant was onshore or offshore at the time of lodgment.

Condition 8503 or 8534 and lodged offshore:

There is currently a system error occurring in ICSE for applicants who hold a substantive visa with a NFS condition that apply for a student visa offshore. As the application is lodged offshore a NFS condition does not apply, NFS does not prevent an applicant from lodging an application whilst offshore. If the applicant returns onshore before a decision is made, a decision bar will appear regarding the NFS condition. In this case, Team leaders or Managers can phone or email Trips and request the NFS be temporarily removed to allow grant. To ensure accurate records are maintained, VPOs must ensure the NFS condition is reapplied to the visa which had a NFS condition imposed. Important to note, a new application may not have a NFS condition imposed, VPOs should refer to the PAM for guidance on NFS conditions.

Condition 8503 or 8534 and lodged onshore:

The applicant must have been approved a waiver of the NFS condition before the date of lodgement. VPOs should check the permission request history in ICSE, NFS waivers are usually commenced and processed in a Student permission request. If there is no evidence the applicant has had a waiver processed, the application is Invalid.

If a NFS waiver has been approved, there will be a NFS event in the permission request which needs to be reversed by a team leader or manager.

Condition 8535 lodged onshore or offshore:

This event occurs when the applicant has a 'No Further Application' condition on their substantive visa. Where the student visa applicant has provided evidence of support from the Commonwealth or Foreign Government you will need to ask your Team leader or Manager to undo the 8535 decision bar, you can grant the appropriate BV once the decision bar has been undone.

Condition 8540 lodged onshore or offshore: This visa condition, which operates as a 'No Further Application' condition is specific to the Work and Holiday program. This condition is not relevant to the Student Visa program.

Applicant has been unlawful for less than 28 days

This follow up occurs when the applicant does not hold a substantive visa at time of lodgment, and it has been less than 28 days since the client last held a substantive visa. The follow up uses the word 'unlawful' but clients holding a bridging visa may also be affected by this rule.

If the applicant is not the holder of a substantive visa, the last substantive visa held by the applicant must be:

- a student visa; or
- a special purpose visa; or
- a Diplomatic (Temporary) (Class TF) visa granted to the holder as the spouse or de facto partner, or a dependent relative, of a diplomatic or consular representative of a foreign country;

AND

Application is made within 28 days after: the day when that last substantive visa ceased to be in effect;

Or if that last substantive visa was cancelled, and the Tribunal has made a decision to set aside and substitute the cancellation decision or the Minister's decision not to revoke the cancellation—the later of: The day when that last substantive visa ceased to be in effect; and The day when the applicant is taken, under sections 368D and 379C of the Act, to have been notified of the Tribunal's decision;

AND

The applicant has not previously been granted a visa based on an application made when the applicant did not hold a substantive visa.

VPOs should check the applicant has not previously lodged an application whilst they did not hold a substantive visa.

If applicant **does not** meet above, the application is Invalid.

If the applicant **does** meet above, the application is Valid.

Action the follow up noting the application is valid and grant the client a BVC or BE, refer to Bridging Visa overview above.

Check validity for evidence types

This follow up occurs when an applicant has provided evidence of enrolment that is not a CoE.

To satisfy Schedule 1, the applicant must provide:

- a. a confirmation of enrolment for each of the applicant's intended courses of study. (Note: An offshore application is valid providing the applicant has a CoE for their first course of study; a letter of offer can be accepted for additional courses. If an offshore applicant submits their application without a CoE and provides a CoE post lodgment the application is invalid.)
- b. in the case of a:
 - i. Foreign Affairs Student, a letter of support from the Foreign Minister; or
 - ii. Defence Student, a letter of support from the Defence Minister; or
 - iii. Secondary Exchange Student, an AASES form or
- c. If the applicant is in Australia - a letter of offer for each enrolment in a course of study may be provided.

If the applicant does not hold any CoEs and is relying solely on letters of offer as evidence of enrolment, a letter of offer relating to at least one of the courses in the package must be attached to the application.

If the applicant holds a CoE for at least one of the courses in the package, the application will be considered valid, even if copies of letters of offer relating to the remaining courses are not provided.

- d. Thesis marking: a letter from the education provider requiring the applicant to remain in Australia during the marking of his or her postgraduate thesis.

Action Required

Go to the Enrolment Evidence Detail event in the event window. Check the Qualifier and ensure supporting documentation has been provided to support the type of enrolment evidence declared. E.g. A letter of support from the Foreign Minister is required for a Foreign Affairs student. If the applicant has not provided documentation to support their claims, the application is invalid.

ICSE uses information in the Enrolment Evidence Details event to calculate the proposed visa expiry date.

If the qualifier is Letter of Offer check if CoEs have also been provided in the Request/Additional Information screen or online attachments. The Enrolment Evidence Detail event must be 'undone' if a CoE has been provided for the same course. Undo the event and record the note "CoE Provided – XXXCoe numberXXXXX". If the Enrolment Evidence Detail event is not 'undone' the system will continue to use the rules and dates related to the Letter of Offer instead of the CoE.

Officers should check the COE and confirm that the application has been commenced with the correct sector, considering all CoEs provided at the time of lodgement. If the permission request type does not match the sector for the CoEs provided, officers will need to change the sector because application risk and VAC required both rely on the correct sector being used. To change the permission request type, unlink the payment and select the correct sector then relink the payment. In cases where applicants were not charged correctly, they may now be liable for an additional payment. Instructions on how to do this are available in the SOP under "Changing the Service Description in ICSE".

Client does not have current pre-requisite visa

If the applicant is in Australia, the applicant must hold a substantive temporary visa, the following categories of visas preclude an applicant from lodging a Student Visa Application in Australia 2016/016

- Subclass 426 Domestic Worker (Temporary) — Diplomatic or Consular visa - The whole subclass
- Subclass 403 Temporary Work (International Relations) visa - Domestic Worker (Diplomatic or consular) stream only
- Subclass 995 Diplomatic visa - Subclass 995 visa granted to an applicant who satisfied the primary criteria.
- Subclass 771 Transit visa - The whole subclass
- Subclass 600 Visitor visa - Sponsored Family stream or Approved Destination Status stream

DOES NOT HOLD A SUBSTANTIVE VISA

If the applicant is not the holder of a substantive visa, the last substantive visa held by the applicant must be:

- a student visa; or
- a special purpose visa; or
- a Diplomatic (Temporary) (Class TF) visa granted to the holder as the spouse or de facto partner, or a dependent relative, of a diplomatic or consular representative of a foreign country;

AND

Application is made within 28 days after: the day when that last substantive visa ceased to be in effect;

Or if that last substantive visa was cancelled, and the Tribunal has made a decision to set aside and substitute the cancellation decision or the Minister's decision not to revoke the cancellation—the later of: The day when that last substantive visa ceased to be in effect; and The day when the applicant is taken, under sections 368D and 379C of the Act, to have been notified of the Tribunal's decision;

AND

The applicant has not previously been granted a visa based on an application made when the applicant did not hold a substantive visa.

VPOs should check the applicant has not previously lodged an application whilst they did not hold a substantive visa.

If the applicant **does not** meet the above, the application is **Invalid**.

If the applicant **meets** above, the application is **Valid**. Undo the follow up and record appropriate notes.

COE DOB does not match CLIENTS DOB

This follow up occurs if the client's DOB in ICSE does not match the DOB on one or more of the CoEs provided with the application.

Check each of the CoEs in PRISMS. Click on the Student/Visa Summary tab and check the information against the information provided in the application.

If the information in PRISMS matches, action the follow up 'Has been followed up' - with the note 'Details checked in PRISMS, DOB matches'

If there is a mis-match between the DOB information for the applicant in PRISMS and in ICSE, check the client's passport to confirm that the ICSE DOB is correct. If the error is with the client's DOB in ICSE please update it and action the follow up with 'Has been followed up' and the note 'Checked passport, DOB entered incorrectly in ICSE, has been updated'.

If the error is with the CoE details email the client to contact their EP and request the CoE details are corrected. Action the follow up 'Has been followed up' with the note - 'Contacted client to get CoEs corrected'.

If the Name and DOB on the CoE do not match, and the applicant has used another person's CoE, the application is invalid. If the use of another person's CoE appears deliberate raise the case with your TL.

COE Expired or Cancelled

This follow up occurs in the following situations:

- The applicant has a CoE(s) recorded in PRISMS with an Expired or Cancelled status at the time of lodgement.
- .

s. 47E(d)

If the applicant had an approved CoE(s) in effect on the date of lodgement, undo the follow up and record applicant has valid CoE at time of lodgement.

If the applicant does not have approved CoE(s) on the date of lodgement, and has not provided alternative evidence of enrolment (e.g. Onshore with Letter of Offer, Thesis Marking Phd Students, Foreign Affairs, Defence or Exchange Students) the application is invalid.

If the CoEs included in the application (that were valid at the time of lodgement) do not match the course sector, change the permission request type. Refer to 'Changing the Service Description in ICSE' under the Granting a Student Visa in ICSE section of the SOP for instructions.

If the CoEs included in the application have a status of expired or cancelled and PRISMS shows additional CoEs have been issued to the applicant, providing the intended course(s) are the same you should update ICSE/Request Additional Information with the approved CoEs that are available in PRISMS. If the intended course(s) are not the same & no other acceptable evidence of enrolment has been provided, the application is invalid.

Confirm Nil-Fee eligibility and

Fee Waiver to be verified

If a "Confirm Nil-Fee eligibility" or "Fee Waiver to be verified" follow up occurs, VPOs will need to assess if the applicant(s) is eligible for a fee waiver.

If eligible for a fee waiver the follow up should be undone and notes recorded to explain how the applicant met the fee waiver provision. If the applicant is not eligible for a fee waiver the application is Invalid, refer to the Assessing Validity & Processing Invalids task card.

Nil fee also applies to MOFU making a combined application with the student and Foreign Affairs and Defence sector students applying as subsequent entrants.

The following students are eligible for a Nil fee VAC:

- Students granted approval under a **students' training scheme approved by the Commonwealth**, to study in Australia. Note: An additional letter should be provided by the applicant as evidence of Commonwealth sponsorship. It may also be noted on the CoE, e.g. International Postgraduate Research Scholarship Scheme (IPRS) or the Endeavour Award program funded students should have non-ESOS recorded on their CoE.
- **Foreign Affairs students**, must provide a letter of support from Foreign Affairs Minister.
- **Defence students**, must provide a letter of support from Foreign Affairs Minister.
- **Secondary exchange students**, must provide the AASES letter of acceptance.
- Students who have not been able to complete their study due to Provider Default (refer to the PAM for these students). If answered yes to closure of Australian education provider - must show letter from school to show has been closed down - for offshore applicants this would very rarely apply unless applicant has studied in Australia previously. If no appropriate evidence is attached to the application at time of lodgement or incomplete, application is finalised as invalid.

Education provider default (defined in legislative instrument IMMI 16/015) means the occurrence of one of the following three events because of a sanction has been imposed on the education provider:

- the course does not start on the agreed starting day or
- the course ceases to be provided at any time after it starts, but before it is completed or
- the course not being provided in full to the student.

Legislative instrument IMMI 16/015 requires that officers be satisfied that there is 'satisfactory evidence' that the student was enrolled in the registered course on the provider default day. This includes visa applicants who were studying with the provider, as well as visa applicants who had been granted a student visa but who had not yet commenced their studies with the provider at the time of the default.

To be eligible for a 'nil' VAC, at the time they make their application:
the applicant must hold a student visa or
their last substantive visa must have been a student visa
and they should require a further student visa to complete their studies.

An example of satisfactory evidence of enrolment is a confirmation of enrolment (CoE) that was in effect on the provider default day. Details of a student's enrolment will generally be available in PRISMS, for which officers can register to access via the PRISMS registration webpage.

Officers can also refer to the TRIM lists of affected students (ADF2009/25846 - ENTRY - Temporary - Education provider defaults for the purposes of VAC refunds and NIL VAC provisions).

If a provider has only recently defaulted and/or a student is not listed in either PRISMS or the TRIM documents, officers may email the Student Visa Help Desk for advice before making a decision on the 'nil' VAC. However, if evidence of enrolment is not available, officers may be satisfied that the visa applicant was enrolled with the provider on the provider default day on the basis of other evidence, such as written verification from: the defaulting education provider, the TPS or DET.

INVALID – Incorrect claim re: closure of education provider

Use event: Invalid Use qualifier: Fee

Add note: Incorrectly claimed closure of education provider for nil fee - invalid

ECS: Paste below text, you may need to reformat it, and delete the Visa Application Charge fragment. The VAC fees need to be amended if the applicant is a dependant.

Your application for a visa is invalid because it did not meet item 1222(2)(a)(ii) of Schedule 1 to the Migration Regulations 1994. Item 1222(2)(a)(ii) required you to pay a Visa Application Charge of:

Basic application charge \$550.00

Total amount received from applicant 0.00

Total shortfall in Visa Application Charge \$550.00

In your application you advised that your Education Provider has closed and you claimed a nil fee meaning you did not enter your credit card details in your application.

Based on supporting documents provided, we were unable to verify that your previous Australian Education Provider had closed, or you answered this question incorrectly.

This application has been finalised as invalid, and you will need to lodge a new student visa application through ImmiAccount.

PRISMS Course sector not provided

Applications commenced by the system as Postgraduate Research Sector which also have the "PRISMS Course sector not provided" follow up are filtered for validity checking because the client may have chosen the incorrect Education Sector, and therefore may not have paid the relevant fee for a valid application.

Students undertaking a Graduate Certificate, Graduate Diploma or Masters by Coursework often select that they are in the Postgraduate Research Sector. If they select Postgraduate Research Sector they will not be charged the STAC (Subsequent Temporary Application Charge) or additional applicant charges at time of lodgement.

VPOs need to check that the Service Description sector in the permission request is correct. The Service Description should show the sector for the highest level of study for the enrolment evidence provided with the application (CoE or Letter of Offer). If the sector in the Service Description is not correct, refer to "Changing the Sector in ICSE" instructions in the SOP under "Granting a Student Visa in ICSE" and change the sector.

If the system does not apply the STAC or additional applicant charges, and you are able to relink the payment using the existing funds, the application can be deemed valid in terms of fee.

If the system calculates that the applicant is liable to pay the STAC (\$700 per liable applicant) or additional applicant charges, the fee paid by the client at lodgement will not cover the first instalment and the application is invalid.

If the incorrect sector choice/lack of additional charge is detected sometime after lodgement and making the application invalid will result in the client becoming unlawful, please escalate the case to your manager.

INVALID – Incorrect Education Sector selected, STAC not paid

Use event: Invalid Use qualifier: Fee

Add note: Incorrectly claimed education sector and STAC not paid - invalid

ECS: Paste below text, you may need to reformat it, and delete the Visa Application Charge fragment. The VAC fees need to be amended if the applicant is a dependant.

Your application for a visa is invalid because it did not meet item 1222(2)(a)(ii) of Schedule 1 to the Migration Regulations 1994. Item 1222(2)(a)(ii) required you to pay a Visa Application Charge of:

Basic application charge \$550.00

Subsequent Temporary Application Charge: \$700.00 for (Applicant Name) (repeat this line if more than one applicant is liable for the STAC)

Total amount received from applicant \$550.00

Total shortfall in Visa Application Charge \$700.00

In your application you advised that your course is in the Postgraduate Research Sector, meaning you did not pay the Subsequent Temporary Application Charge of \$700.00 for each liable applicant.

Based on supporting documents provided, we were unable to verify that your intended course of study is in the Postgraduate Research Sector.

This application has been finalised as invalid, and you will need to lodge a new student visa application through ImmiAccount.

Welfare related follow ups:

- Accommodation and Welfare Requirement not met
- No welfare arrangements in place
- No welfare dates
- U18 Student Welfare Failed
- Welfare Letter
- Welfare Undertaking
- Invalid Related Application Id

For the application to be valid, item 1222(3)(d) requires all students under 18 to provide evidence of their intended welfare arrangements for the stay period in Australia. This requirement applies whether the student is in or outside Australia, and includes Foreign Affairs/ Defence students.

If the applicant has not provided evidence of their intended Welfare arrangements the application is invalid. If the applicant has provided evidence of intended welfare arrangements (as per below), action the follow up event and record the following note "1222(3)(d) satisfied and enter the evidence of welfare provided" in the notes field.

IMPORTANT: Please also record a Case Status Note with the following note "Welfare follow up event has been actioned for the assessment of Schedule 1 (validity) requirements only. Welfare must be assessed against Schedule 2 requirements (PIC 4012A) at time of assessment. Refer to the Welfare Follow Ups tab on the Student Follow Up Event List on GovDex."

Welfare may be provided in the form of:

Parent, custodian or close relative

Under policy if the student intends to reside with 'a parent or custodian or a suitable relative' the student must submit a form 157N (Nomination of student guardian) with their Student visa application. For Schedule 1 validity purposes, there is no need to assess whether the parent, custodian or suitable relative would meet Schedule 2 requirements. The inclusion of a completed form 157N is sufficient.

Associated Guardian Visa

The applicant may nominate an associated 590 or 580 guardian visa holder/applicant as evidence of welfare. If the system has not linked the guardian application you may see the follow up event "**Accommodation and Welfare Requirement not met**" and "**Application can not be linked**". In cases where the primary student and guardian applications are lodged at the same time and are not linked in ICSE the following follow up event may present – "**Invalid Related Application ID.**" Both follow ups can be actioned once the associated visa application is located in ICSE and linked. ^{s. 47E(d)}

You may also see an "**Invalid Related Application ID**" follow up event when the related application (primary Student or Guardian application) was granted in IRIS, and therefore the system is unable to link/associate the permission requests in ICSE. Confirm that the Associated Student or Guardian applicant in the permission request has a visa record in ICSE and action the follow-up with the qualifier "Known to ICSE/TRIPS".

Welfare approved by education provider

If intending to reside in Australia according to welfare arrangements approved by the education provider, the student must submit a CAAW (Confirmation of Appropriate Accommodation and Welfare) letter. Officers should confirm that a CAAW letter has been issued in PRISMS.

Defence/Foreign Affairs students

Foreign Affairs and Defence students must provide a letter from DFAT/Defence with their Student visa application, stating that arrangements have been made for the student's welfare.

Secondary exchange students

If the student is a secondary exchange student they must provide an AASES form with their Student visa application.

If the student will turn 18 before the intended arrival date

If the student will turn 18 before their intended arrival date, under policy for the application to be valid, no evidence of intended welfare arrangements is required. If no 157N form is provided for an

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applicant who is under 18yrs at the time of application, regardless of whether they will turn 18yrs following their arrival, the application is invalid.

If the student will turn 18 after arrival but before their course commences

If the student will turn 18 after arrival but before their course commences, for their application to be valid, they will need to include evidence about their proposed arrangements. The evidence must be provided in a form 157N or a CAAW letter.

To determine the travel date, officers should consider any information provided as an attachment to the form. All under 18 students are given a warning about welfare if they do not include details of welfare arrangements. This warning may serve to prompt some clients to provide information on their travel dates. If the applicant has not provided evidence of welfare you should request this information from the applicant before making the application invalid.

Associated Bridging Visas Overview

VPOs must only grant a Bridging Visa after all Validity – Schedule 1 requirements are met. The VPO will need to determine the class of Bridging visa the applicant is eligible for; the applicant may be eligible for a BVA, BVC or BVE depending on the circumstances of the applicant(s).

Bridging Visa A (WA 010)

Schedule 1 Regulations outlines the requirements when assessing and granting a BVA.

A brief interpretation of Schedule 1 state that the applicant:

- Must be **onshore**, lawful and holding a substantive visa at the time of application

If an applicant is not holding a substantive visa, they are not entitled to a BVA. An applicant can be granted another BVA if they are still holding a substantive visa and have another BVA out of effect.

Bridging Visa C (WC 030)

An application for a BVC can be made by applicants:

- who are not holders of substantive visas at the time of application for a substantive visa;
- who are not in immigration detention or criminal detention;
- who do not hold a BVE (in this context BVE refers to either BV 050 or BV 051) and
- have not previously been the holder of a BVE since they last held a substantive visa.

For example: An applicant who does not hold a substantive visa (i.e. BVA or BVB) lodges a valid application after the expiry date of their last substantive visa, is eligible to be granted with a Bridging Visa C.

A BVC does not provide permission to work and the condition 8101: "The holder must not engage in work in Australia" must be attached to this visa.

Bridging Visa E (WE 050/51)

If an applicant meets Schedule 1 criteria and they currently hold a Bridging Visa E they are eligible for an associated Bridging Visa E. VPOs should email the Compliance or Community Status Resolution officer who last granted the applicants Bridging Visa E and request the officer grant the applicant an associated Bridging Visa E.

Bridging Visa Required Filter

The SA Admin team action the BV required filter in WMAN each day, this task ensures applicants who have not had a bridging visa granted by the system will be granted their bridging visa manually by a VPO.

Apply a display filter by applying the following steps;


Step 1. - In WMAN Select Folders/Labels/Filters

s. 47E(d)




Step 2. Select Apply Display Filter

s. 47E(d)



Step 3. - Select the appropriate Filter (**BV Required**)

s. 47E(d)



Step 4. - Select Apply



s. 47E(d)



Granting a Bridging Visa

VPOs must only grant a Bridging Visa after all Validity – Schedule 1 requirements are met.

Within the permission request, select the 'Bridging Visa Decision Required' hyperlink.

s. 47E(d)



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NOTE: The 'Event Occurred Date' should reflect the date that the information was keyed into the system by the case officer. Refer to TRIM: OPD2010/22977

s. 47E(d)

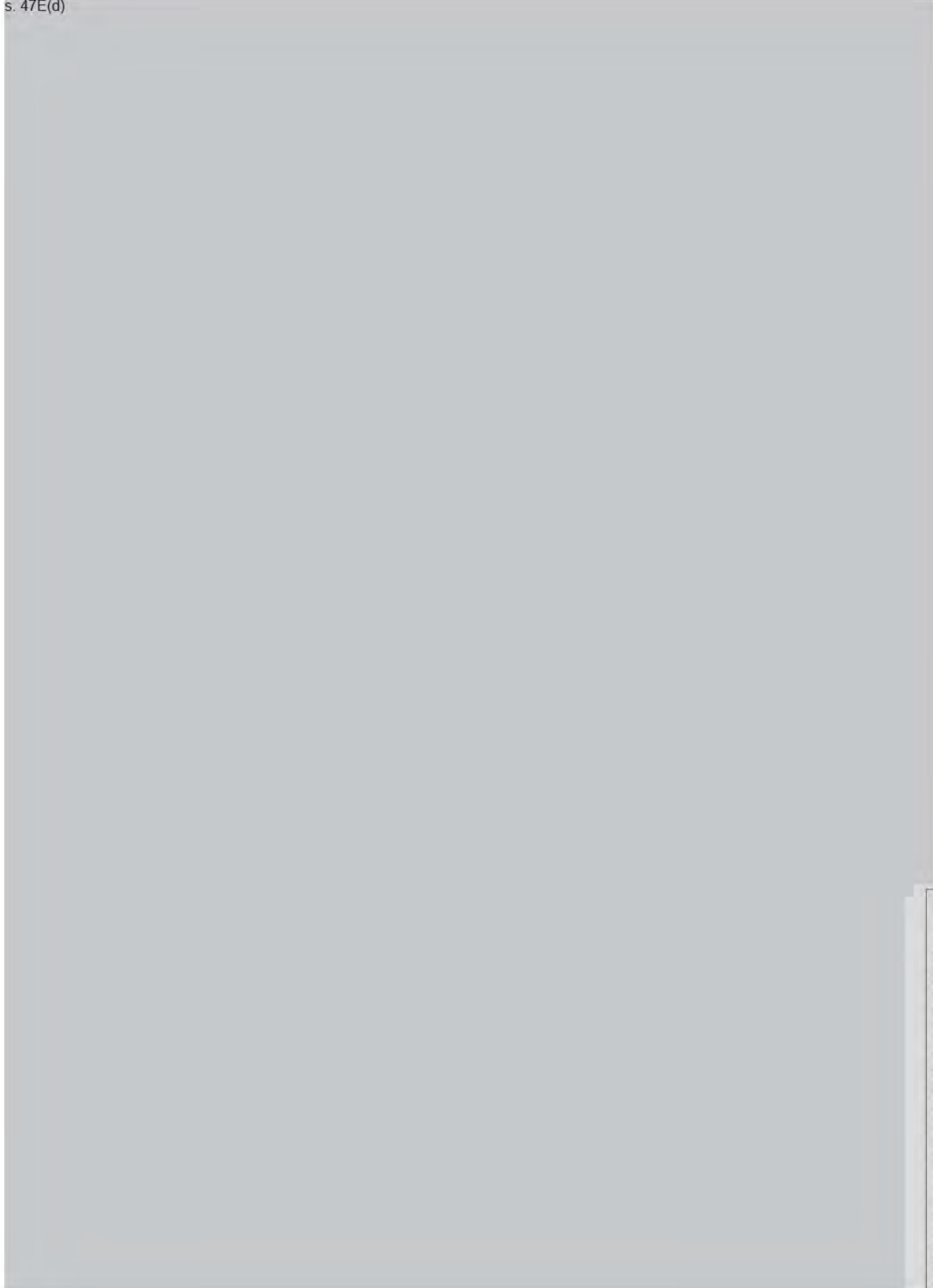


How to process an invalid application in ICSE

s. 47E(d)

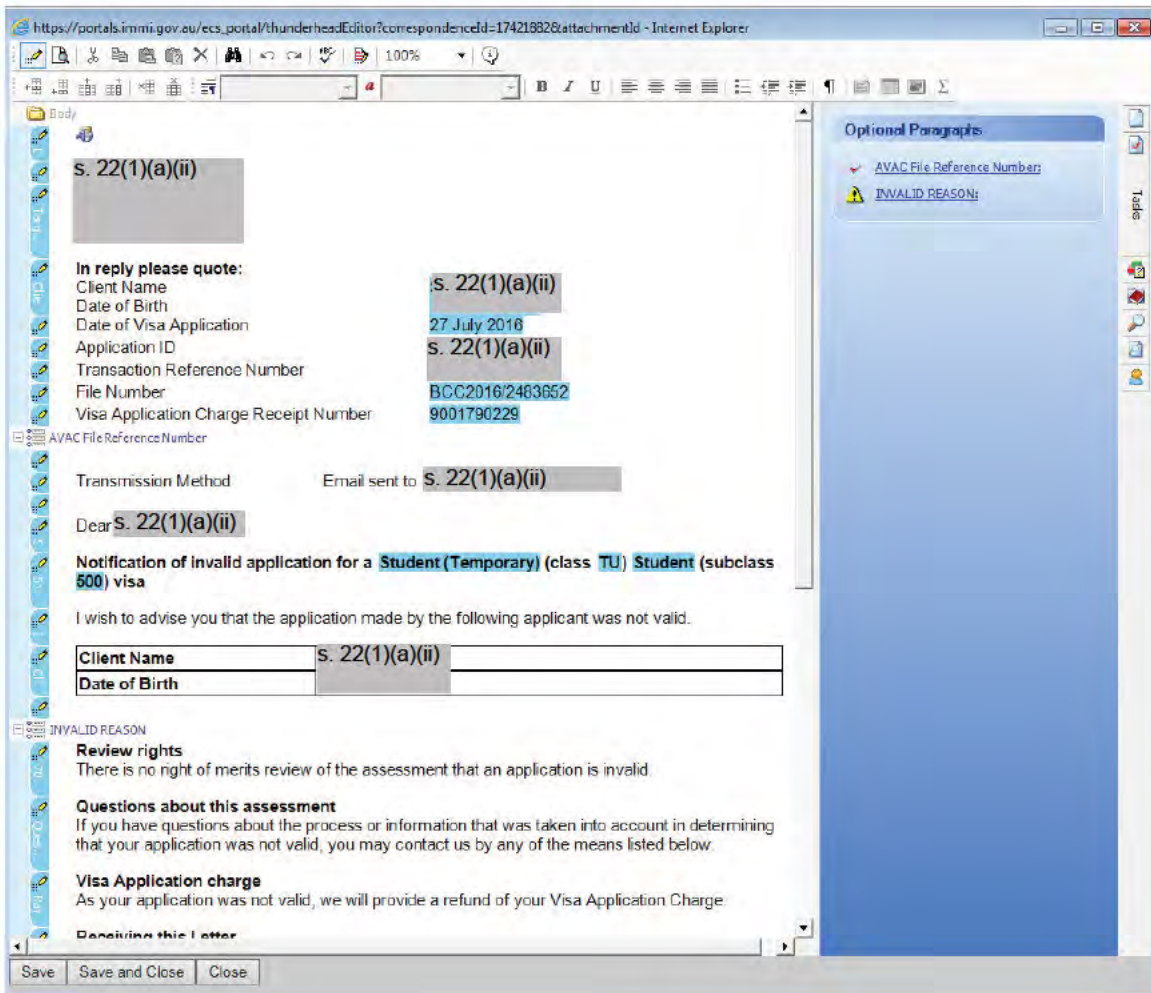


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s. 47E(d)

https://portals.immi.gov.au/ecs_portal/thunderheadEditor?correspondenceId=17421882&attachmentId - Internet Explorer

Body

s. 22(1)(a)(ii)

In reply please quote:
 Client Name s. 22(1)(a)(ii)
 Date of Birth 27 July 2016
 Date of Visa Application s. 22(1)(a)(ii)
 Application ID BCC2016/2483652
 Transaction Reference Number 9001790229
 File Number
 Visa Application Charge Receipt Number
 AVAC File Reference Number

Transmission Method Email sent to s. 22(1)(a)(ii)

Dear s. 22(1)(a)(ii)

Notification of invalid application for a Student (Temporary) (class TU) Student (subclass 500) visa

I wish to advise you that the application made by the following applicant was not valid.

Client Name	s. 22(1)(a)(ii)
Date of Birth	

INVALID REASON

Review rights
 There is no right of merits review of the assessment that an application is invalid.

Questions about this assessment
 If you have questions about the process or information that was taken into account in determining that your application was not valid, you may contact us by any of the means listed below.

Visa Application charge
 As your application was not valid, we will provide a refund of your Visa Application Charge.

Receiving this letter

Back to task list

Invalid Reason A - Various reasons
 (Contains Choice List)

Invalid Reason B - No further stay or No further application
 (Contains Choice List)

Invalid Reason C - Section 48 BAR Refusal
 (Contains Choice List)

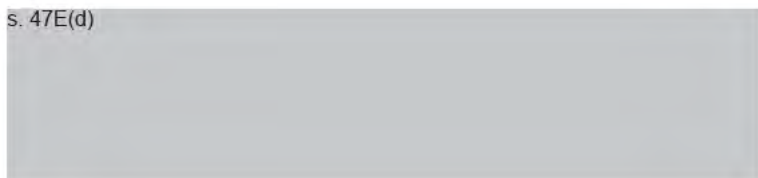
Invalid Reason D - Section 48 BAR Cancellation
 (Contains Choice List)

Invalid Reason E - Section 501E BAR Refusal
 (Contains Choice List)

Invalid Reason F - Section 501E BAR Cancellation

Save Save and Close Close

s. 47E(d)



https://portals.immi.gov.au/ecs_portal/thunderheadEditor/correspondenceId=17421882&attachmentId - Internet Explorer

Body

s. 22(1)(a)(ii)

In reply please quote:

Client Name	s. 22(1)(a)(ii)
Date of Birth	
Date of Visa Application	27 July 2016
Application ID	s. 22(1)(a)(ii)
Transaction Reference Number	
File Number	BCC2016/2483652
Visa Application Charge Receipt Number	9001790229

AVAC File Reference Number

Transmission Method Email sent to s. 22(1)(a)(ii)

Dear s. 22(1)(a)(ii)

Notification of invalid application for a Student (Temporary) (class TU) Student (subclass 500) visa

I wish to advise you that the application made by the following applicant was not valid.

Client Name	s. 22(1)(a)(ii)
Date of Birth	s. 22(1)(a)(ii)

INVALID REASON

Invalid Reason A - Various reasons

Various Reasons

Review rights
There is no right of merits review of the assessment that an application is invalid.

Questions about this assessment
If you have questions about the process or information that was taken into account in determining that your application was not valid, you may contact us by any of the means listed below.

Visa Application charge

Optional Paragraphs

- AVAC File Reference Number
- INVALID REASON:
- Various Reasons:

s. 47E(d)

https://portals.immi.gov.au/ecs_portal/thunderheadEditor?correspondenceId=17421882&attachmentId= Internet Explorer

Body

s. 22(1)(a)(ii)

In reply please quote:

Client Name	s. 22(1)(a)(ii)
Date of Birth	
Date of Visa Application	27 July 2016
Application ID	s. 22(1)(a)(ii)
Transaction Reference Number	
File Number	BCC2016/2483652
Visa Application Charge Receipt Number	9001790229
AVACFileReferenceNumber	

Transmission Method Email sent to s. 22(1)(a)(ii)

Dear s. 22(1)(a)(ii)

Notification of invalid application for a Student (Temporary) (class TU) Student (subclass 500) visa

I wish to advise you that the application made by the following applicant was not valid.

Client Name	s. 22(1)(a)(ii)
Date of Birth	s. 22(1)(a)(ii)

INVALID REASON

- Invalid Reason A - Various reasons
- Various Reasons
- Invalid Reason A - Student Visa Subclass Specific
- Invalid Reason AA - Student Visa Sub class Specific
- all other subclasses and streams

Lodging another application

You may want to consider lodging a new application. You should check that it meets the requirements for a valid visa application.

Alternatively, you may want to consider lodging a visa application that is more suitable to your...

Back to task list

Invalid Reason A - Student Visa Subclass Specific

(Contains Choice List)

Invalid Reason AB - Immigration Status

(Contains Choice List)

all other subclasses and streams

Lodging another application You may want to consider lodging a new application. You should check tha...

Save Save and Close Close

s. 47E(d)



https://portal.immi.gov.au/ecs_portal/thunderheadEditor?correspondenceId=17421332&attachmentId - Internet Explorer
 Your work has been auto-saved at 09:39:39 GMT+0930 (Cen. Australia Standard Time)

body

s. 22(1)(a)(ii)

In reply please quote:

Client Name	s. 22(1)(a)(ii)
Date of Birth	
Date of Visa Application	27 July 2016
Application ID	s. 22(1)(a)(ii)
Transaction Reference Number	
File Number	BCC2016/2483652
Visa Application Charge Receipt Number	9001790229

AVAC File Reference Number

Transmission Method Email sent to s. 22(1)(a)(ii)

Dear s. 22(1)(a)(ii)

Notification of invalid application for a Student (Temporary) (class TU) Student (subclass 500) visa

I wish to advise you that the application made by the following applicant was not valid.

Client Name	s. 22(1)(a)(ii)
Date of Birth	s. 22(1)(a)(ii)

INVALID REASON

- Invalid Reason A - Various reasons
- Various Reasons
- Invalid Reason A - Student Visa Subclass Specific
- Invalid Reason AA - Student Visa Subclass Specific**
- all other subclasses and streams

Lodging another application

You may want to consider lodging a new application. You should check that it meets the requirements for a valid visa application.

Alternatively, you may want to consider lodging a visa application that is more suitable to your

Optional Paragraphs

- AVAC File Reference Number;
- INVALID REASON;
- Various Reasons;
- Invalid Reason AA - Student Visa Subclass Specific;

Save | Save and Close | Close

s. 47E(d)

https://portals.immi.gov.au/ecs_portal/thunderheadEditor?correspondenceId=17421882&attachmentId= - Internet Explorer
 Your work has been auto-saved at 08:39:39 GMT+0930 (Cen. Australia Standard Time)

Body

s. 22(1)(a)(ii)

In reply please quote:

Client Name	s. 22(1)(a)(ii)
Date of Birth	
Date of Visa Application	27 July 2016
Application ID	s. 22(1)(a)(ii)
Transaction Reference Number	
File Number	BCC2016/2483652
Visa Application Charge Receipt Number	9001790229

AVAC FileReference Number

Transmission Method Email sent to s. 22(1)(a)(ii)

Dear s. 22(1)(a)(ii)

Notification of invalid application for a Student (Temporary) (class TU) Student (subclass 500) visa

I wish to advise you that the application made by the following applicant was not valid.

Client Name	s. 22(1)(a)(ii)
Date of Birth	s. 22(1)(a)(ii)

INVALID REASON

- Invalid Reason A - Various reasons
- Various Reasons
- Invalid Reason A - Student Visa Subclass Specific
- Invalid Reason AA - Student Visa Subclass Specific
- all other subclasses and streams

Lodging another application
 You may want to consider lodging a new application. You should check that it meets the requirements for a valid visa application.

Alternatively, you may want to consider lodging a visa application that is more suitable to your

Back to task list

- Residential Address
Your application for a visa is invalid because it did not meet regulation 2.07(4) of the Migration R...
- Incorrect Form
Your application for a visa is invalid because it did not meet item 1222(1) of Schedule 1 to the Mig...
- Payment of VAC Item 1222(a)(i)
Your application for a visa is invalid because it did not meet item 1222(2)(a)(i) of Schedule 1 to ...
- Payment of VAC Item 1222(a)(i)
Item 1222(2)(a)(i) of Schedule 1 to the Migration Regulations 1994 requires applicants to whom Item...
- Not to be in immi clearance
Your application for a visa is invalid because it did not meet Item 1222(3)(b) of Schedule 1 to the ...
- Application not made at specific place or manner
Your application for a visa is invalid because it did not meet Item 1222(3)(a) of Schedule 1 to the ...

Save Save and Close Close

s. 47E(d)

https://portals.immi.gov.au/ecs_portal/thunderheadEditor?correspondenceId=1742182&attachmentId - Internet Explorer

This application has been finalised as invalid, and you will need to lodge a new student visa application through ImmiAccount.

Lodging another application
 You may want to consider lodging a new application. You should check that it meets the requirements for a valid visa application.

Alternatively, you may want to consider lodging a visa application that is more suitable to your circumstances. More information on visa options is available at www.border.gov.au.

Any new application will be considered on its individual merits.

Review rights
 There is no right of merits review of the assessment that an application is invalid.

Questions about this assessment
 If you have questions about the process or information that was taken into account in determining that your application was not valid, you may contact us by any of the means listed below.

Visa Application charge
 As your application was not valid, we will provide a refund of your Visa Application Charge.

Receiving this Letter
 As this letter was sent to you by email, you are taken to have received it at the end of the day it was transmitted.

Client service information
 We value your compliments, complaints and suggestions. Your compliments let us know where we are performing well and your complaints and suggestions help us improve the services we provide.

Further information on our Client Service Charter and how to make a compliment, complaint or suggestion is available at www.border.gov.au/about/contact/provide-feedback

Contacting this processing office
 We prefer contact with this office concerning your application to be electronic via our website. We try to respond to all online enquiries within seven (7) working days.

Please visit our website available at www.border.gov.au/Trav/Visa

Yours sincerely

Optional Paragraphs

- ✓ [AVAC File Reference Number:](#)
- ✓ [INVALID REASON:](#)
- ✓ [Various Reasons:](#)
- ✓ [Invalid Reason AA - Student Visa Subclass Specific:](#)

Save Save and Close Close

s. 47E(d)

Optional Paragraphs

- ✓ [AVAC File Reference Number:](#)
- ✓ [INVALID REASON:](#)
- ✓ [Various Reasons:](#)
- ✓ [Invalid Reason AA - Student Visa Subclass Specific:](#)
- ⚠ [Immigration Status:](#)
- ✓ [VISA APPLICATION CHARGE \(VAC\):](#)

s. 47E(d)

For onshore applicants

https://portals.immi.gov.au/ecs_portal/thunderheadEditor?correspondenceId=17423830&attachmentId - Internet Explorer

Body

s. 22(1)(a)(ii)

In reply please quote:

Client Name s. 22(1)(a)(ii)
 Date of Birth
 Date of Visa Application 11 July 2016
 Application ID s. 22(1)(a)(ii)
 Transaction Reference Number
 File Number BCC2016/2316270
 Visa Application Charge Receipt Number 9001671736

AVAC File Reference Number

Transmission Method Email sent to s. 22(1)(a)(ii)

Dear s. 22(1)(a)(ii)

Notification of invalid application for a Student (Temporary) (class TU) Student (subclass 500) visa

I wish to advise you that the application made by the following applicant was not valid.

Client Name	s. 22(1)(a)(ii)
Date of Birth	s. 22(1)(a)(ii)

INVALID REASON

- Invalid Reason A - Various reasons
- Various Reasons
- Invalid Reason A - Student Visa Subclass Specific
- Invalid Reason AA - Student Visa Subclass Specific
- Invalid Reason AB - Immigration Status
- Immigration Status
- all other subclasses and streams

Lodging another application
 You may want to consider lodging a new application. You should check that it meets the

Optional Paragraphs

- ✓ AVAC File Reference Number:
- ✓ INVALID REASON:
- ✓ Various Reasons:
- ✓ Invalid Reason AA - Student Visa Subclass Specific:
- ⚠ Immigration Status:

Save Save and Close Close

s. 47E(d)

https://portals.immi.gov.au/ecs_portal/thunderheadEditor?correspondenceId=17423830&attachmentId - Internet Explorer

Body

s. 22(1)(a)(ii)

In reply please quote:

Client Name	s. 22(1)(a)(ii)
Date of Birth	
Date of Visa Application	11 July 2018
Application ID	s. 22(1)(a)(ii)
Transaction Reference Number	
File Number	BCC2018/2316270
Visa Application Charge Receipt Number	9001671736
AVAC File Reference Number	

Transmission Method Email sent to s. 22(1)(a)(ii)

Dear s. 22(1)(a)(ii)

Notification of invalid application for a Student (Temporary) (class TU) Student (subclass 500) visa

I wish to advise you that the application made by the following applicant was not valid.

Client Name	s. 22(1)(a)(ii)
Date of Birth	s. 22(1)(a)(ii)

INVALID REASON

- Invalid Reason A - Various reasons
- Various Reasons
- Invalid Reason A - Student Visa Subclass Specific
- Invalid Reason AA - Student Visa Subclass Specific
- Invalid Reason AB - Immigration Status

Immigration Status

all other subclasses and streams

Lodging another application
You may want to consider lodging a new application. You should check that it meets the

Back to task list

applicant holds a substantive visa

(Contains Choice List)

Associated Bridging Visa in Place

Leaving Australia You must depart Australia by the date your bridging visa ceases. If you stay in Aus...

Client unlawful and BV not granted

Your Immigration Status You are currently unlawful as you do not hold a visa to remain in Australia....

Save Save and Close Close

s. 47E(d)

https://portals.inmi.gov.au/ecs_portal/thunderheadEditor?correspondenceId=17423830&attachmentId - Internet Explorer

Body

s. 22(1)(a)(ii)

In reply please quote:

Client Name	s. 22(1)(a)(ii)
Date of Birth	
Date of Visa Application	11 July 2016
Application ID	s. 22(1)(a)(ii)
Transaction Reference Number	
File Number	BCC2016/2316270
Visa Application Charge Receipt Number	9001671736

AVAC File Reference Number

Transmission Method Email sent to huyenptt92@gmail.com

Dear s. 22(1)(a)(ii)

Notification of invalid application for a Student (Temporary) (class TU) Student (subclass 500) visa

I wish to advise you that the application made by the following applicant was not valid.

Client Name	s. 22(1)(a)(ii)
Date of Birth	s. 22(1)(a)(ii)

INVALID REASON

- Invalid Reason A - Various Reasons
- Various Reasons
- Invalid Reason AA - Student Visa Subclass Specific
- Invalid Reason AA - Student Visa Subclass Specific
- Invalid Reason AB - Immigration Status
- Immigration Status
- applicant holds a substantive visa
- applicant holds a substantive visa
- all other subclasses and streams

Optional Paragraphs

- ✓ AVAC File Reference Number:
- ✓ INVALID REASON:
- ✓ Various Reasons:
- ✓ Invalid Reason AA - Student Visa Subclass Specific:
- ✓ Immigration Status:
- ✓ applicant holds a substantive visa:

Save Save and Close Close

s. 47E(d)

The screenshot shows a web browser window with the URL https://portals.immi.gov.au/ecs_portal/thunderheadEditor?correspondenceId=17423630&attachmentId. The page title is "s. 22(1)(a)(ii)".

In reply please quote:

Client Name	s. 22(1)(a)(ii)
Date of Birth	s. 22(1)(a)(ii)
Date of Visa Application	11 July 2018
Application ID	s. 22(1)(a)(ii)
Transaction Reference Number	
File Number	BCC2016/2316270
Visa Application Charge Receipt Number	9001671736
AVAC File Reference Number	

Transmission Method: Email sent to s. 22(1)(a)(ii)

Dear s. 22(1)(a)(ii)

Notification of invalid application for a Student (Temporary) (class TU) Student (subclass 500) visa

I wish to advise you that the application made by the following applicant was not valid.

Client Name	s. 22(1)(a)(ii)
Date of Birth	s. 22(1)(a)(ii)

INVALID REASON

- Invalid Reason A - Various reasons
- Various Reasons
- Invalid Reason A - Student Visa Subclass Specific
- Invalid Reason AA - Student Visa Subclass Specific
- Invalid Reason AB - Immigration Status

Immigration Status

- applicant holds a substantive visa
- applicant holds a substantive visa**
- applicant holds a substantive visa or non-associated BV and is onshore

Your Immigration Status

You currently hold a Student (Temporary) (class TU) Higher Education Sector (subclass 573) visa. This visa will cease on 30 August 2018. If you do not lodge a valid visa application before your Student (Temporary) (class TU) Higher Education Sector (subclass 573) visa ceases, your eligibility for a new visa may be affected.

Buttons: Save, Save and Close, Close

s. 47E(d)

QUICK REFERENCE GUIDE FOR ASSESSING APPLICATIONS

PRE-ASSESSMENT	
Action step	Reference
Check for correspondence	Refer: <i>Student Visa SOP: Pre-assessment steps – Check for Correspondence.</i>
Verify identity of applicant (including biometric information where appropriate)	Refer: <i>Student Visa SOP: Pre-assessment steps – Verify identity of applicant.</i>
Conduct system checks	Refer: <i>Student Visa SOP: Pre-assessment steps – Conduct system checks.</i>
Check for multiple client records using CSP	Refer: <i>Student Visa SOP: Pre-assessment steps – Check for multiple client records using CSP.</i>
Assess evidence of enrolment	<p>Secondary exchange students - AASES form</p> <p>DFAT/ Defence students – Letter from DFAT/ Defence</p> <p>Post Graduate Research (Thesis marking) – Letter for post graduate thesis marking (onshore only)</p> <p>All others must submit Confirmations of enrolment (CoE)</p> <ul style="list-style-type: none"> • <u>For onshore applications:</u> All valid CoEs in PRISMS must be considered in determining the education sector, s. 47E(d) and evidence level of an application. • <u>For offshore applications:</u> CoEs listed in the application and all CoEs subsequently uploaded or submitted via email must be considered in determining the education sector, s. 47E(d) and evidence level of an application. • Where the application was lodged with a Letter of Offer (onshore) details of the corresponding CoE must be updated in ICSE, when CoE information is available. • A s. 47E(d) and an s. 47E(d) must be run, after details of any CoE not previously recorded are updated in ICSE. <p>Refer: <i>Student Visa SOP: Pre-assessment steps - Assess evidence of enrolment.</i></p>
s. 47E(d)	Refer: <i>Student Visa SOP: Pre-assessment steps – s. 47E(d).</i>
s. 47E(d)	Refer: <i>Student Visa SOP: Pre-assessment steps – s. 47E(d).</i>
s. 47E(d)	Refer: <i>Student Visa SOP: Pre-assessment steps – s. 47E(d).</i>
Create case note using Case Note Generator (CNG) s. 47E(d)	Refer: <i>Case Note Generator Task Card – on GovDex</i>

	<p>s. 47E(d) [redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>Refer: - <i>Instrument for 500.213(3)</i> - <i>PAM3: Sch2 GenGuide G – English language proficiency</i></p>
<p>Financial capacity 500.214</p>	<p>s. 47E(d) [redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>Refer: - <i>Instrument for 500.214(3)</i> - <i>PAM3: Sch2 Gen Guide G – Financial capacity evidence</i></p>
<p>OSHC 500.215</p>	<p>OSHC will be met by declaration based on relevant information in the application form, regardless of s. 47E(d) [redacted] level.</p> <ul style="list-style-type: none"> • Applicants must have OSHC unless exempt. • Students from Belgium are exempt. • Norwegian students covered by the Norwegian National Insurance Scheme (as declared in the application) are exempt. • Swedish students who have health insurance with Kammarkollegiet (the Swedish Legal, Financial and Administration Agency) must provide evidence of this cover. They do not have to take out OSHC if the evidence is provided. • OSHC must cover full period of stay in Australia; <u>Offshore</u>: At least 1 week before course start to visa end date. <u>Onshore</u>: Date of grant to visa end date

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		<ul style="list-style-type: none"> If OSHC expiry falls short of date up to which the visa can be granted under policy, refer PAM for guidance. <p>Refer: <i>PAM3: Sch2 GenGuide G- Assessing the OSHC requirements</i></p>
Age (school sector) 500.216		<p>If schools sector application, refer to this clause for age specific requirements.</p> <p>Refer: <i>PAM3: Sch2 GenGuide G– Age requirements for school students</i></p>
Public interest Criteria	500.217	
Health 4005/4007		Refer: - <i>PAM3: Sch4/4005-4007 - The health requirement -Immigration Heath processing guidelines for case officers (on Bordernet)</i>
Character: 4001		<p>s. 47E(d)</p> <p>Refer: <i>Penal Checking Handbook (PAM3:Sch4/4001)</i> https://bordernet.immi.local/PPCR/Pages/penal-checking-handbook.aspx</p>
Risk to Security:	4002	<p>s. 47E(d)</p>
WMD 4003(b)		<p>s. 47E(d)</p>
Integrity 4020		<p>s. 47E(d)</p>

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Exclusion Periods 4013/4014	s. 47E(d) Refer: <i>PAM3: Act - Visa cancellation - Exclusion periods</i>
Under18 welfare etc. 4012A 4017/4018	Refer: <i>PAM3: Sch2 GenGuide G- PIC 4012A student welfare</i> <i>PAM3: Act - Act-defined terms - s5G - Relationships and family members - Custody (parental responsibility) for minor children</i>
Debt to Commonwealth 4004	s. 47E(d) Refer <i>PAM3: Sch4/4004 - Debts to the Commonwealth</i>
Establish w/o difficulty 4010	Satisfied if GTE / financial capacity satisfied
Valid passport 4021	s. 47E(d) Refer: <i>PAM3: Sch4/4021 - The passport requirement</i>
Values statement 4019	s. 47E(d)
Special Return Criteria 500.218	
Previously deported 5001	s. 47E(d) Refer <i>PAM3: Act - Visa cancellation - Exclusion periods</i>
Previously removed 5002	s. 47E(d) Refer <i>PAM3: Act - Visa cancellation - Exclusion periods</i>
DFAT/ Foreign Govt. support 5010	Check if applicant is a student who previously held a DFAT or Foreign Government sponsored visa. Refer: <i>PAM3: Div1.2/reg1.04A - Foreign Affairs recipients and Foreign Affairs students</i> <i>PAM3: Act - Visa cancellation - Exclusion periods</i>
GRANT	
Check visa end date	<p>The visa end date is calculated by the system based on information in the application. Verify that the date calculated is in line with relevant policy at 'Student visa end date' in <i>PAM3: Sch2 GenGuide G</i></p> <ul style="list-style-type: none"> • The maximum period of effect should not exceed 5 years (limited exceptions apply) • For primary school students period of effect should be 2 years (limited exceptions apply) • The visa end date must not be beyond the expiry date of the OSHC • Where the applicant is under 18, the visa end date must not be after the end date of the relevant welfare arrangement <p>The calculated dates will need to be checked for the following types of applications;</p> <ul style="list-style-type: none"> - Foreign Affairs/ Defence sector - Post Graduate Research Sector; PhD students

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	<ul style="list-style-type: none"> - Higher Education Sector; Foreign government sponsored University students short courses - Schools Sector; (including Secondary exchange students)
Check visa conditions	<p><u>Mandatory conditions</u></p> <p>All mandatory conditions except the following are automatically recorded by ICSE.</p> <p>Safeguard matches prompt the inclusion of the conditions below.</p> <p><u>Primary applicant</u></p> <p>s. 47E(d) [redacted]</p> <p>[redacted]</p> <p><u>Dependant applicant</u></p> <p>8201 - Study limitation for applicant over 18 s. 47E(d) [redacted]</p> <p>8518 – Adequate arrangements for education for applicant under 18</p> <p><u>Discretionary conditions</u></p> <p>8534 – No further stay</p> <p>This condition should be attached to visas of family members of student visa holders if requested by DFAT/Defence or a foreign government, or if the student is a government-funded student subject to visa condition 8535</p>
Where visa is granted:	<ul style="list-style-type: none"> - with PIC 4020 waiver Or - s. 47E(d) [redacted] <p>Refer: s. 47E(d) [redacted]</p>

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Student Visa Standard Operating Procedures

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Purpose of this document:

This Standard Operating Procedure (SOP) has been developed to support consistent and efficient processing and decision making in the Student caseload. It identifies the relevant source documents (such as Procedural Instructions) that processing officers may refer to for guidance in policy and procedural matters. This document also includes some policy and procedural guidance not contained in Procedural Instructions and is complemented by Processing Task Cards, as appropriate.

Tips on using the SOP:

You can find the relevant information using the Contents page or using the Ctr-F key function.

Contents page: The contents page provides easy to use links to all sections of the SOP. Hold down the CTRL key and select the topic heading in the contents page to jump to that section. To return to the top of the document, hold down the CTRL key and hit the HOME key on your keyboard.

APPLICATION ASSESSMENT

Validity assessment:

Refer to **“Assessing Validity & Processing Invalids” task card** on GovDex.

Pre-assessment steps

The Quick Reference Guide for Assessing Applications (QRG) lists the logical steps that a VPO should follow in assessing a student visa application. It includes specific guidance that is not contained in PAM3: Sch2 GenGuide G – Student visa, in regard to assessment of GTE, English language proficiency and financial capacity ^{s. 47E(d)}.

The QRG breaks down the steps involved in the process of assessing an application under the logical headings of pre-assessment and assessment.

s. 47E(d)

Check for correspondence

Check in Trim & Outlook for emails sent to the group mailbox before assessment & consider/action emails if required. Search Outlook using the authorised email address, client's name, RID, BCC, TRN and client's passport number.

Verify identity of applicant

Relevant details of the applicant's passport are captured in the application form and automatically recorded in ICSE. This information is sufficient for auto granted applications.

The Documentary Evidence List generated using the Document Checklist Tool (on the Departmental website) requires the applicant to provide a copy of their passport. ^{s. 47E(d)}

s. 47E(d)

Conduct system checks

s. 47E(d)

Check for multiple client records using CSP

Search for applicant(s) in CSP by name and DOB

Check for multiple client records.

Complete client merge if multiple records exist (refer to My Learning - Comparing Client Records and Requesting Merges in the Client Search Portal)

s. 47E(d)

Assess evidence of enrolment

Offshore applicants

Offshore applicants must include with their application:

- a Confirmation of Enrolment (CoE) for each intended course of study; (it's acceptable if the applicant provides a CoE number and it can be verified in PRISMS) or
- a letter of support from DFAT or the Department of Defence; or
- an Acceptance Advice of Secondary Exchange Students (AASES) form.

Check relevant mail boxes and documents uploaded, for CoEs that may have been submitted but not listed in the application. These CoEs would not have transferred to ICSE and must be updated in the Request/Additional Information screen.

Where an applicant makes any reference to further study in Australia as part of their GTE statement, while there is no duty on a delegate to query this with the applicant, we would encourage the delegate to enquire further by checking PRISMS.

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If updating the Request/Additional Information screen with additional CoEs, the following actions are required:

- Check the Service Description in ICSE.
- If the education sector recorded in ICSE based on the previous CoE(s) does not correspond to the education sector to which the updated CoE relates, you will need to amend the education sector. Follow the instructions under "[Changing the Service Description in ICSE](#)" under 'Work Arounds';
- Go to Interfaces and rerun the Risk Check and Evidence level check.

Onshore applicants

Onshore applicants must include with their application:

- a Confirmation of Enrolment (CoE); or
- a Letter of support from DFAT or the Department of Defence; or
- an Acceptance Advice of Secondary Exchange Students (AASES) form; or
- a Letter of offer (see below); or
- a Letter for postgraduate thesis marking

Where an application covers a package of courses, the evidence at the time of lodgement may include a combination of letters of offer and CoEs. Letters of offer must be replaced by CoEs prior to decision.

Check CoEs in the Request/Additional Information tab. Compare CoE information in ICSE against the information in PRISMS for the applicant. CoEs shown in PRISMS that have not transferred to ICSE must be updated in the Request/Additional Information screen.

If updating the Request/Additional Information screen with additional CoEs, the following actions are required:

- Check the Service Description in ICSE.
- If the education sector recorded in ICSE based on the previous CoE(s) does not correspond to the education sector to which the updated CoE relates, you will need to amend the education sector. Follow the instructions under "[Changing the Service Description in ICSE](#)" under 'Work Arounds';
- Go to Interfaces and rerun the Risk Check and Evidence level check.

Where the application includes an evidence type other than a CoE, the 'Enrolment Evidence Detail' event is generated and displayed in the event window. The event qualifier will identify the type of evidence that was provided (DFAT Letter of Support, Defence Letter of Support, AASES Form, Letter of Offer). ICSE uses information in this event to calculate the proposed visa expiry date.

If the qualifier is Letter of Offer, the Enrolment Evidence Detail event must be 'undone' when a CoE is provided. Undo the event and record the note "CoE and Letter of Offer provided for same course". If the Enrolment Evidence Detail event is not 'undone' the system will continue to use the rules and dates related to the Letter of Offer instead of the CoE.

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Assessment against schedule 2 criteria

Follow the steps under the 'Assessment' section in the [Quick Reference Guide](#) (QRG)

Finalisation of application

Withdrawal

Withdrawal of applications is governed by s49 of the Migration Act.

See 'Withdrawal of applications' in PAM3: GenGuideA - All visas - Visa application procedures for related policy guidelines.

Grant

The QRG provides a summary of factors that need to be considered in regard to visa end date, certain visa conditions and circumstances s. 47E(d)

Refusal

s. 47E(d)

OPERATIONAL PROCESSES

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Treatment of English language courses in the VET sector

English language tuition can be undertaken in the VET sector, Non-Award sector or the ELICOS sector. Our system currently identifies those VET or non-award course which are registered as ELICOS. Officers must consider these courses ELICOS courses for the purpose of the English language requirement assessment, regardless of how the sector appears to be recorded in the PRISMS record.

If the course is standalone, the sector will be displayed on the front page of the permission request. To check the course sector for packages, officers can open the CoE through 'additional info' and look at the 'PRISMS course sector'. If the 'PRISMS course sector' says ELICOS, treat it as an ELICOS course even though the 'course level' or 'course name' might indicate: non-award foundation, certificate III and so on. If the PRISMS course sector does not say ELICOS, the course is not considered to be in that sector.

Exclusion Periods (PIC 4013, 4014, 4020)

Refer: PAM3: Act - Visa cancellation - Exclusion periods

Refer the above PAM for guidance in assessing whether a visa should be granted despite the client being subject to an exclusion period.

If proposing to grant the visa application: prepare a waiver submission (as per the template provided on Documents page in GovDex for either PIC 4013/4014 or PIC 4020) for your EL1 outlining why the applicant is subject to an exclusion period, and why the grant of the visa may be justified. Provide the draft to your Team Leader for review. Team Leaders may advise experienced VPOs to email waiver submissions directly to the EL1 for consideration.

If proposing to refuse the visa application: a submission to the EL1 is not required to refuse an application where a client is subject to an exclusion period. You must email your EL1 the following information to consider:

- applicant's full name, DOB and Client ID;
- advise that the client is subject to an exclusion period and that you are not seeking a waiver of the exclusion period; and
- a brief summary of the circumstances of the exclusion period (example; The applicant was granted an offshore TU-57X student visa on X, which expired on X. The applicant voluntarily approached the X Office regarding their visa status on X and was granted a Bridging Visa E (BVE). They departed Australia on X on a Bridging Visa E (BVE). Their current student visa application was lodged offshore on X. The applicant's exclusion period commences X and is due to expire X.').
- you must have a response from your EL1 before you proceed to decide the visa application, ensure all emails are noted in ICSE and saved in TRIM. Whilst the application is pending a response from the EL1 you should move the application to your complex case folder in WMAN.

Case referral Management (CRM)

The 'Case Referral Management' page on Bordernet (<https://bordernet.immi.local/border-ops/processing/case-referral-management#otp-heading2>) lists resources available to visa processing officers.

[GenGuideA – Global working – output 1.1 Case referral management](#); provides policy guidance on case referral management.

s. 47E(d)

Reference material listed in the Bordernet page includes a set of [CRM Helpcards](#) that provide step by step guidance on completing various CRM related activities.

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Stream 2 Referral Tips

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ADMINISTRATIVE PROCESSES

Paper Applications

See '[Commencing a Manual Student Visa application](#)' task card on the SOP & Task Cards page in GovDex.

Correspondence – Mail & Email

To ensure consistent information is provided to clients, standard email templates have been developed for VPOs to use. Refer to '[Standard Email Templates](#)' on the Documents page in GovDex.

Mail Delivery Failures

See: PAM3: Act - Code of procedure - Notification requirements > Post-notification problems

If an email notification is returned undelivered, officers must follow the guidelines detailed in the above policy guidelines.

Managing documents

Please see below for required action in a number of common scenarios:

1. The student posts, emails or couriers documents to a post or processing centre (either in response to a request for further information or as part of their application). These documents must be accepted if received. If the application is being processed at the post where the documents are received, a note must be made in ICSE, the officer must consider the document and, where the document is a hard copy, the officer can file the originals in a box file. We encourage posts to scan paper documents and then add all documents (emailed or scanned) to the client's TRIM file. Onshore officers must scan documents provided in hard copy and save in TRIM.
 - a. If the application is being processed at another location, the document must be scanned and attached to the applicant's TRIM file (which can be found in the permission request screen in ICSE). The original can be filed in a box file. The office which has received the document should alert the office processing the application by email, that the document has been received and make a file note in ICSE. If the processing office has concerns and needs to see the original, they will need to make a request.
2. The student attempts to lodge documentation at post/processing centre. In the first instance they should be asked to attach the documentation through ImmiAccount. They should be advised that submitting at the office instead may cause delays. If they insist, the documentation must be accepted and date stamped and referred to the relevant area processing the case. If documentation is accepted, it must be scanned by the processing area and placed on the BCC file relating to the application in TRIM and an appropriate note made in the permission request. The documentation may be placed in a box file.

3. The student attaches documents in ImmiAccount but also sends visa email/post/courier. Student areas should ensure that auto replies reinforce that submitting requested documents from ImmiAccount is the preferred method and that it is not necessary to also email/post/courier documents. If an email is sent, it must be filed in the client's TRIM file. If documents are sent by post or courier, they must be filed in a box file/clients TRIM file if possible. If the documents have been attached in ImmiAccount, there is no need for an officer to scan hard copy documents, but a note must still be made and they must still be filed in accordance with our record keeping practices.
4. Applicant tries to lodge documents with a Service Delivery Partner (SDP). Unless the SDP has been involved with application, they must not accept the documents. If the SDP has lodged the application using their ImmiAccount (regardless of whether they are an authorised contact/agent), the SDP will have to upload the documents to ImmiAccount. The SDP should not refer any paper documents to the Department.
5. A paper or emailed application form is sent to the wrong location. Lodgement outside of ImmiAccount can only happen with specific authorisation. If the student does not follow the instructions which accompanied the form, the application is not valid (see IMMI16/017). As the authorisation of lodgement outside of ImmiAccount is made by a PMO, officers receiving invalid applications should be able to easily identify the responsible office/PMO. The office receiving the form should advise the post authorising lodgement outside of ImmiAccount. The authorising office will be responsible for invalidating the application and advising the applicant (as these clients would generally be sensitive and/or high profile).
6. A paper or emailed form which has not been authorised is not a valid application. The receiving post should invalidate and advise the applicant. Where a money order or cheque covering visa application charges is submitted with the application, this should be receipted in line with relevant guidelines and the client should be advised of the process for applying for repayment.
7. The student has attached more than 60 documents to their application. In these cases the system will not allow the student to attach more documents and, if the application has been submitted, the student cannot delete uploaded files. In these cases, documentation should be accepted by email.

If post notices any agents/authorised contacts are lodging documentation incorrectly often, they can be contacted and advised that this is not the preferred way to submit documents and it is likely to cause delays for their cases. For assistance, contact the ^{s. 47E(d)}

Actioning Forms 956/956A

REFERENCE:

Procedural Instruction: Working with the Migration Advice Industry

PAM3: Act - Code of procedure - Notification requirements

Regulation 7G of the Migration Agents Regulations 1998, specifies the methods by which a registered migration agent may provide notification to the Department that they are providing migration advice to a visa applicant. A completed form 956 and completing the 'Migration Agent's Details' section in a visa application form are the usual ways in which this notification is provided.

s494D of the Migration Act provides for the appointment of an authorised recipient. The person appointing the authorised recipient is required to provide written notice of the name and address of the authorised recipient. Form 956A is generally used for this purpose.

Where a migration agent or authorised recipient has been appointed, all notifications must be sent to that person.

When actioning forms 956 and 956A, record relevant information in the ICSE permission request to which the appointment relates. Where the form was received via email, it must be placed in the TRIM record relating to that permission request. If the form was received by mail, the form may be placed in a box file with the corresponding ABD recorded in an appropriate note.

Bridging visa applications

Bridging Visa A – circumstances where eligible client departs Australia before BVA grant

Occasionally at time of visa lodgement (during Schedule 1 processing) you may come across an applicant (primary and/or secondary) who has departed Australia following the lodgement of their visa application but before grant of the BVA due to some validity check issue preventing automatic BVA grant.

These cases may be identified as BVA eligible where lodgement date of the application in immiAccount predates the date the applicant departed, and where the applicant would have met all other requirements for grant of BVA at that time.

In these cases please undertake the usual schedule 1 “check validity” processes (refer to Assessing Validity & Processing Invalids Task Card) but add a note case in ICSE including the following:

- Applicant departed Australia prior to grant of BVA.
- Based on time of application client is BVA eligible.
- BVA to be assessed, provided applicant applies using form 1005 on return to Australia.
- Expected return date (if known)

When sending acknowledgement, insert blurb advising that applicant will need to contact the department upon their return to Australia to enable their BVA to be granted.

In these circumstances, the applicant will be eligible to be granted a bridging visa A on their return to Australia, if a decision on the substantive visa application is still to be made. If the substantive visa they held at the time of application expired while they were offshore, they would need to apply for an alternative visa to travel to Australia.

They will need to make an application on form 1005 to be granted a bridging visa A.

BVB applications – method of lodgement

Any BVB applications lodged via ImmiAccount where the client has an on hand student visa application, will appear in the WMAN system. Please refer to [BVBs Task Card](#) for instructions how to locate and manage this caseload.

An officer should be allocated to check this caseload each day, action any BV applications that have come in, and then once finalised, remove the label.

s. 47E(d) should also check this label against the Onshore Students allocation point for any BV applications lodged for clients whose application has not been allocated to a state for processing.

BVB applications may also be received via mail or courier.

Applications received via fax or via email whether in a group mailbox or individual mail box will not be considered valid as such applications will not satisfy the schedule 1 requirement regarding the manner of lodgement.^{s. 47E(d)}

Deciding whether BVB application is 'necessary'

Where a paper-based application for a BVB is received, it must be receipted.

An application (whether paper-based or electronic) may be considered to be unnecessary if the applicant holds a valid substantive visa permitting multiple travel and the proposed travel period is within the validity of that substantive visa.

In these circumstances, the applicant may be advised to withdraw the BVB application and make an application for refund of the BVB application charge. An appropriate case note must be made in ICSE.

Where a BVB is to be granted for a period longer than 4 weeks, this must be discussed with a team leader/manager.

If the student visa application appears ready for a decision, alert the relevant team leader/manager.

Recording case notes

The Case Status Note event must be created for each application ^{s. 47E(d)}. Notes relating to all interactions (including those after the application is finalised) must be recorded under the Case Status Note (where created) to ensure that all relevant information is easily accessible.

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s. 47E(d)

Children born in Australia

Refer to Task Card – **Children Born in Australia** in Govdex.

Visa Cancellations

See 'Visa Cancellation Referrals' on Bordernet

<https://bordernet.immi.local/border-ops/processing/visa/visa-cancellation/visa-cancellation-referrals> for information on

- referring a client for visa cancellation; or
- referring requests for voluntary cancellation.

Reporting child protection incidents

The Department expects all employees and contracted service providers to report all child-related involving children in immigration detention or programme to the relevant authorities.

Detailed information is in the Reporting Child-related Incidents – Policy Statement on Bordernet at <https://bordernet.immi.local/BorderPolicyandGuidelines/Documents/reporting-child-related-incidents-policy.pdf#search=reporting%20child%20protection%20incidents>

WORK AROUNDS

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Student Visa Conditions 8503 and 8534

System Issue

Condition 8503 or 8534 and lodged offshore:

There is currently a system error occurring in ICSE for applicants who hold a substantive visa with a NFS condition that apply for a student visa offshore. As the application is lodged offshore a NFS condition does not apply, NFS does not prevent an applicant from lodging an application whilst offshore. If the applicant returns onshore before a decision is made, a decision bar will appear regarding the NFS condition. In this case, Team leaders or Managers can phone or email Trips and request the NFS be temporarily removed to allow grant. To ensure accurate records are maintained, VPOs must ensure the NFS condition is reapplied to the visa which had a NFS condition imposed. Important to note, a new application may not have a NFS condition imposed, VPOs should refer to the PAM for guidance on NFS conditions.

Changing the Service Description in ICSE

The permission request service description should show the sector for the highest level of study the applicant is enrolled to study (check PRISMS/enrolment evidence provided by the applicant). Refer to the table below to determine the correct sector.

Please note that for COEs issued prior to 1/07/16 or cases where the client has provided a letter of offer our system is unable to correctly identify the education sector. This will result in the follow up ' PRISMS sector not provided' and you will need to check if the sector has been entered correctly by the client. You will need to ensure that the COE course and the Service Descriptor match/are correct. If they do not match, please follow the instructions for changing the permission request Service Descriptor below.

If the sector is incorrect VPOs can change the permission request service description, following the steps below:

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Education Sector	Courses/qualifications
Schools	<ul style="list-style-type: none"> • Primary school • Secondary school including junior and senior secondary • Approved secondary exchange programs
Vocational education and training (VET)	<ul style="list-style-type: none"> • Certificate I • Certificate II • Certificate III • Certificate IV • Diploma, Advanced Diploma • Vocational Graduate Certificate • Vocational Graduate Diploma <p><i>Former RATE system qualifications: Certificate, Advanced certificate and Associate Diploma</i></p>
Higher education	<ul style="list-style-type: none"> • Higher Education Diploma • Higher Education Advanced Diploma • Bachelor degree • Graduate certificate • Graduate diploma • Master degree by coursework

Inclusion of children born in Australia – Passport not held at time of application.

This is an interim work around for circumstances where an applicant is unable to include a child born in Australia as an 'accompanying family unit member' in an application, because the child does not hold a passport.

The established process in these circumstances is for the applicant to contact E-Services Support and seek approval to lodge an application outside ImmiAccount. Related information is on the Departmental website at:

<https://www.homeaffairs.gov.au/Trav/Visa-1/500-#tab-content-2>

<https://www.homeaffairs.gov.au/visas/supporting/Pages/500/baby-born-to-student-visa-holder.aspx>

While relevant information is on the website, this is not easily accessible. This work around is to be in place until relevant information can be effectively publicised.

A child may be manually included in an application as an accompanying family unit member where;

1. the child is included in the application as an un-accompanying family unit member; or
2. a copy of the child's birth certificate is attached to the application with or without further explanation; or
3. a statement of some sort, indicating that the child could not be included is attached.

Before the child is included in the application, the relevant Visa Application Charge must be paid and a birth certificate must be provided. Where the child had previously been included as an un-accompanying family unit member, the role should be amended.

The visa processing officer applying this work around must be satisfied that the primary applicant/migration agent demonstrated the intention to include the child in the application at the time it was lodged.

This work around **should not be used** where there is no evidence of the intention to include the child in the application at the time of lodgement, as this would be seen as the child being added after lodgement and would be in contravention of reg 2.08.

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ICSE PROCESSING STEPS

Recording welfare arrangements (other than secondary exchange and DFAT/Defence)

Assessing and recording welfare arrangements – time of visa assessment

Details of welfare arrangements including supporting documentation received should be recorded as part of assessment notes in the Case Status Note in the student visa permission request. In addition, the information in the 'Welfare Arrangements' tab should be completed.

The 'Welfare Arrangements' tab facilitates recording details of welfare arrangements across the period these need to be in place for the applicant.

s. 47E(d)

Examples Welfare Comments - Multiple CAAW

Example 1 - Multiple CAAW

Application lodged on 1/1/17 – grant date 5/2/17

Applicant turns 18 on 30/06/18

CoE from education provider A for year 9 with CAAW from 1/2/17 to 15/12/17

CoE from education provider B for year 10 with CAAW from 16/12/17 to 30/06/18

In this scenario, welfare arrangements must be listed separately for each CoE. The 'welfare comments' would identify that a CAAW was provided by the (named) education provider.

Example 2 - Relative in Australia (Guardian holding Australian citizenship)

Welfare comments should include:

- Name of guardian
- Client ID (where applicable)
- Relationship to student

Example 3 – S/c 590 holder

Welfare comments should include

- Name of guardian
- Client ID
- Relationship to student.

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Assessing and recording temporary change in welfare

This would typically occur where welfare is provided by a guardian visa holder, who intends to travel for a short period of time without taking the student. In these circumstances, an acceptable alternative welfare arrangement will need to be put in place before the guardian travels, to avoid breach of condition 8532 by the student and 8537 by the Guardian.

The assessment of the alternate temporary welfare arrangement should be supported by appropriate notes in the Case Status Note in the permission request for the student visa. These details should include additional documentation obtained.

Where the alternative (temporary) arrangement has been approved, relevant details of these arrangements should be recorded under the 'Welfare Arrangements' tab.

Recording permanent change in welfare

Where welfare arrangements are changed permanently after grant, the new arrangements will need to be approved by the relevant education provider (where the original arrangement was a CAAW) and by the Department. Where a CAAW was in place, a letter from the education provider agreeing to cancel the CAAW should be obtained.

The assessment of the revised welfare arrangement should be supported by appropriate notes in the Case Status Note in the permission request for the student visa. These details should include additional documentation obtained.

Once the new arrangements have been approved, the details of the revised arrangements must be updated in the 'Welfare Arrangements' tab.

Recording welfare arrangement – Secondary exchange and DFAT/ Defence

ICSE updates in BRNOV17 included the 'Welfare – No CoE' event which is used to record welfare information relating to secondary exchange students and students sponsored by DFAT/Defence.

Detailed welfare information for secondary exchange students and DFAT/Defence students under 18, would be contained in the corresponding AASES form and the letter from DFAT/Defence respectively. Given that this document would be accessible in the BCC relating to the application in TRIM, only minimal details as below need to be recorded in the ICSE event.

To record welfare arrangement in the relevant ICSE permission request:

- use 'add event' (or ctrl A) to add the 'Welfare no CoE' event;
- select the appropriate qualifier AASES or DFAT/ Defence
- in 'information type' select 'note'

Complete the note as follows:

Secondary exchange students

Information: AASES form provided

Notes: TRIM ref: CLD.....

DFAT/Defence students

Information: DFAT/Defence letter provided

Notes: TRIM ref: CLD.....

s. 47E(d)

Recording a Deceased status in ICSE

Single Client on application

- 1) Add Withdrawn event with the qualifier "deceased"
- 2) Email the death certificate to TRIPS helpdesk s. 47E(d) and request they enter a deceased flag on the PID.

Multiple Clients on an application

If the primary applicant is deceased:

- 1) Add Withdrawn event for the primary applicant with qualifier "deceased".
- 2) Email the death certificate to TRIPS helpdesk s. 47E(d) and request they enter a deceased flag on the PID.
- 3) Remaining applicants must be given the opportunity to withdraw their applications. If one of the secondary applicants chooses to be assessed against primary criteria, they must be afforded the opportunity to provide relevant documentation/ information.

If a secondary applicant is deceased, their application will be withdrawn as above and the deceased status recorded. The applications by the remaining applicants will be assessed.

If TRIPS have already entered the deceased flag on the PID.

When processing record of a deceased client the flag should be added to the PID as the **last action**, as no further processing can be completed on the client record after the deceased flag has been added to the PID.

- 1) Ring TRIPS helpdesk s. 47E(d) and request the deceased flag on PID is archived
- 2) Add Withdrawn event with qualifier "deceased" and note.
- 3) Ring TRIPS helpdesk s. 47E(d) and request the deceased flag is added back to the PID

Follow Up Event (*see additional tab for Welfare follow ups)	Action required
(8503, 8534, 8535, 8540) No Further Stay &	<p>This follow up occurs when the applicant has a No Further Stay condition on their substantive visa.</p> <p>Separate instructions are provided below for 8503 & 8534, 8535, 8540.</p> <p>8503/8534: Check if the applicant was onshore or offshore at the time of lodgment.</p> <p>Condition 8503 or 8534 and lodged offshore: There is currently a system error occurring in ICSE for applicants who hold a substantive visa with a NFS condition that apply for a student visa offshore. As the application is lodged offshore a NFS condition does not apply, NFS does not prevent an applicant from lodging an application whilst offshore. If the applicant returns onshore before a decision is made, a decision bar will appear regarding the NFS condition. In this case, Team leaders or Managers can phone or email Trips and request the NFS be temporarily removed to allow grant. To ensure accurate records are maintained, VPOs must ensure the NFS condition is reapplied to the visa which had a NFS condition imposed. Important to note, a new application may not have a NFS condition imposed, VPOs should refer to the PAM for guidance on NFS conditions.</p> <p>Condition 8503 or 8534 and lodged onshore: The applicant must have been approved a waiver of the NFS condition before the date of lodgment. VPOs should check the permission request history in ICSE, NFS waivers are usually commenced and processed in a Student permission request. If there is no evidence the applicant has had a waiver processed, the application is Invalid. If a NFS waiver has been approved, there will be a NFS event in the permission request which needs to be reversed by a team leader or manager.</p> <p>Condition 8535 lodged onshore or offshore: This event occurs when the applicant has a 'No Further Application' condition on their substantive visa. Where the student visa applicant has provided evidence of support from the Commonwealth or Foreign Government you will need to ask your Team leader or Manager to undo the 8535 decision bar, you can grant the appropriate BV once the decision bar has been undone.</p> <p>Condition 8540 lodged onshore or offshore: This visa condition, which operates as a 'No Further Application' condition is specific to the Work and Holiday program. This condition is not relevant to the Student Visa program.</p>
Applicant has No Further Stay Conditions on Visa	
Applicant has been unlawful for less than 28 days	<p>This follow up occurs when the applicant does not hold a substantive visa at time of lodgment, and it has been less than 28 days since the client last held a substantive visa. The follow up uses the word 'unlawful' but clients holding a bridging visa may also be affected by this rule.</p> <p>If the applicant is not the holder of a substantive visa, the last substantive visa held by the applicant must be:</p> <ul style="list-style-type: none"> • a student visa; or • a special purpose visa; or • a Diplomatic (Temporary) (Class TF) visa granted to the holder as the spouse or de facto partner, or a dependent relative, of a diplomatic or consular representative of a foreign country; <p>AND</p> <p>Application is made within 28 days after: the day when that last substantive visa ceased to be in effect;</p> <p>Or if that last substantive visa was cancelled, and the Tribunal has made a decision to set aside and substitute the cancellation decision or the Minister's decision not to revoke the cancellation—the later of: The day when that last substantive visa ceased to be in effect; and The day when the applicant is taken, under sections 368D and 379C of the Act, to have been notified of the Tribunal's decision;</p> <p>AND</p> <p>The applicant has not previously been granted a visa based on an application made when the applicant did not hold a substantive visa.</p> <p>VPOs should check the applicant has not previously lodged an application whilst they did not hold a substantive visa.</p> <p>If applicant does not meet above, the application is Invalid.</p>
Australian Citizen/Applicant is Australian Citizen	<p>This follow up occurs if the system has identified the applicant to be an Australian Citizen. This may occur if the applicant's existing record identifies them as an Australian Citizen, or if the applicant has selected Australia as the country of passport or issuing country on the application form. You should confirm the application has been attached to the correct client record by checking the identity documentation provided by the applicant (birth certificate, passport, movement/visa history) against the information contained in ICSE. If you have confirmed that the application has been lodged by an Australian Citizen you should contact the Authorised Recipient, refer to 'Standard Email Templates' task card available on the Documents page in GovDex.</p> <p>If you have confirmed the applicant has provided incorrect information on the application form regarding their citizenship, the following actions are required:</p> <ul style="list-style-type: none"> - Update the travel document details screen in the ICSE permission request in the Client > Travel/Evidence Document Detail screen. Once you have created a new travel document details record to show the correct citizenship you should select the incorrect travel document and click "End" and "Save", this is to ensure the incorrect travel document is ceased in ICSE. - VPOs should also ensure the HAP has determined the required health examinations correctly. If Australian Citizenship was incorrectly considered in the Health Assessment Portal, you should redetermine the required health examinations, instructions on how to do this is included in Appendix A of the "Processing Health in HAP" Task Card on Gov Dex. - Rerun the risk check in ICSE and consider any new information provided by the updated risk check results.
Applicant is Australian Permanent Resident	<p>This follow up occurs if the system has identified the applicant to be an Australian Permanent Resident. You should confirm the student application has been correctly attached to the correct client record by checking the identity documentation provided by the applicant (birth certificate, passport, movement/visa history) against the information contained in ICSE. If you have confirmed that the application has been lodged by an Australian Permanent Resident you should contact the Authorised Recipient, refer to 'Standard Email Templates' task card available on GovDex.</p>
Application can not be linked	<p>This follow up occurs if the applicant provides an application reference number for a related application. E.g. Student provides a reference number for a Student Guardian application and vice versa and the application was not linked in ICSE. VPOs will need to ensure Guardian applications are linked to the Associated Student permission request in ICSE. Check the evidence of welfare provided by the applicant and locate the associated application in ICSE.</p> <p>To link the permission requests go to ICSE > Request > Permission Request Linking > Link Request and enter the Request ID for associated application and click Select.</p>
Applied for Other Visa	<p>This follow up prompts the VPO to check unfinalised permission requests in ICSE (including unfinalised SVC/NCN permission requests). VPOs should consider the type of application that is pending a decision, you may need to request information or conduct further checks relating to GTE. If there are no concerns regarding the pending permission request and you are proceeding to grant the Student visa application, you will need to use the Manual grant function in ICSE. Add Event > Grant.</p>
Appt of Authorised Recipient	<p>This follow up occurs if the applicant has uploaded Form 956 or 956A in ImmiAccount. VPOs will need to update the Authorised Contacts in ICSE. Refer to 'Commencing Manual Student Visa Applications' Task Card in GovDex for instructions on how to update contacts in the Request > Additional Information and Client > Contacts screen & adding the Migration Agent event.</p>
Appt of Migration Agent/Exempt person	<p>This follow up occurs if the applicant has uploaded Form 956 or 956A in ImmiAccount. VPOs will need to update the Authorised Contacts in ICSE. Refer to 'Commencing Manual Student Visa Applications' Task Card in GovDex for instructions on how to update contacts in the Request > Additional Information screen & adding the Migration Agent event.</p>
Australian Values Statement Not Made	<p>This follow up occurs if the applicant has answered No to the Australian Values Statement question on the application form. Australian Values Statement is a requirement for all applicants aged 18 years and over at the time of application. Australian Values Statement should be requested prior to grant via ECS request, under the "Applicant and Others" option.</p>
s. 47E(d)	s. 47E(d)
Cannot apply > 4 months before Course Start	<p>This follow up occurs if the course start date is greater than 4 months from date of lodgment. There is no longer a requirement to grant a student visa within 4 months of the course start date. VPOs should assess the application, if the applicant has applied well in advance of the Course start date (e.g. 6 months +) apply scrutiny to GTE. If all requirements are met you can grant the application. Note: the visa grant letter advises the applicants of their visa conditions should they choose to arrive early.</p>
Check Custody	<p>This follow up occurs if the applicant (primary or secondary) is under 18 years of age. It indicates that PICs 4012A, 4017 and 4018 must be assessed in relation to the applicant. VPOs should check that a completed Form 1229: Consent to grant an Australian visa to a child under the age of 18 years has been provided. VPOs should check the applicant's birth certificate/adoption certificate against the legal guardian/s name, also check that the signatures between form 1229 and legal guardian/s passports/ IDs are the same.</p>

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<p>Check validity for evidence types</p>	<p>This follow up occurs when an applicant has provided evidence of enrolment that is not a CoE.</p> <p>To satisfy Schedule 1, the applicant must provide:</p> <ol style="list-style-type: none"> a confirmation of enrolment for each of the applicant's intended courses of study. (Note: An offshore application is valid providing the applicant has a CoE for their first course of study; a letter of offer can be accepted for additional courses. If an offshore applicant submits their application without a CoE and provides a CoE post lodgment the application is invalid.) in the case of a: <ol style="list-style-type: none"> Foreign Affairs Student, a letter of support from the Foreign Minister; or Defence Student, a letter of support from the Defence Minister; or Secondary Exchange Student, an AASES form or If the applicant is in Australia - a letter of offer for each enrolment in a course of study may be provided. Thesis marking: a letter from the education provider requiring the applicant to remain in Australia during the marking of his or her postgraduate thesis. <p><u>Action Required</u></p> <p>Go to the Enrolment Evidence Detail event in the event window. Check the Qualifier and ensure supporting documentation has been provided to support the type of enrolment evidence declared. E.g. A letter of support from the Foreign Minister is required for a Foreign Affairs student. If the applicant has not provided documentation to support their claims, the application is invalid.</p> <p>ICSE uses information in the Enrolment Evidence Details event to calculate the proposed visa expiry date.</p> <p>If the qualifier is Letter of Offer check if CoEs have also been provided in the Request/Additional Information screen. The Enrolment Evidence Detail event must be 'undone' if a CoE has been provided for the same course. Undo the event and record the note "CoE Provided - XXXCoe numberXXXX". If the Enrolment Evidence Detail event is not 'undone' the system will continue to use the rules and dates related to the Letter of Offer instead of the CoE.</p> <p>Officers should check the COE and confirm that the application has been commenced with the correct sector. If the permission request type does not match the sector for the CoEs provided, officers will need to change the sector because application risk and VAC required both rely on the correct sector being used. To change the permission request type, unlink the payment and select the correct sector then relink the payment. In cases where applicants were not charged correctly they may now be liable for an additional payment. Instructions on available on GovDex.</p>
<p>Client already has an application of the same type</p>	<p>This follow up occurs if the system has identified the applicant has another unfinalised Student visa application in ICSE. You should confirm the student application has been correctly attached to the correct client record by checking the identity documentation provided by the applicant (birth certificate, passport, movement/visa history) against the information contained in ICSE. If you have confirmed that the application is a duplicate Student visa application you should contact the Authorised Recipient, refer to 'Standard Email Templates' task card available on GovDex.</p>
<p>Client does not have current pre-requisite visa</p>	<p>If the applicant is in Australia, the applicant must hold a substantive temporary visa, the following categories of visas preclude an applicant from lodging a Student Visa Application in Australia 2016/016</p> <ul style="list-style-type: none"> Subclass 426 Domestic Worker (Temporary) — Diplomatic or Consular visa - The whole subclass Subclass 403 Temporary Work (International Relations) visa - Domestic Worker (Diplomatic or consular) stream only Subclass 995 Diplomatic visa - Subclass 995 visa granted to an applicant who satisfied the primary criteria. Subclass 771 Transit visa - The whole subclass Subclass 600 Visitor visa - Sponsored Family stream or Approved Destination Status stream <p>DOES NOT HOLD A SUBSTANTIVE VISA</p> <p>If the applicant is not the holder of a substantive visa, the last substantive visa held by the applicant must be:</p> <ul style="list-style-type: none"> a student visa; or a special purpose visa; or a Diplomatic (Temporary) (Class TF) visa granted to the holder as the spouse or de facto partner, or a dependent relative, of a diplomatic or consular representative of a foreign country; <p>AND</p> <p>Application is made within 28 days after: the day when that last substantive visa ceased to be in effect;</p> <p>Or if that last substantive visa was cancelled, and the Tribunal has made a decision to set aside and substitute the cancellation decision or the Minister's decision not to revoke the cancellation—the later of: The day when that last substantive visa ceased to be in effect; and The day when the applicant is taken, under sections 368D and 379C of the Act, to have been notified of the Tribunal's decision;</p> <p>AND</p> <p>The applicant has not previously been granted a visa based on an application made when the applicant did not hold a substantive visa.</p> <p>VPOs should check the applicant has not previously lodged an application whilst they did not hold a substantive visa.</p> <p>If the applicant does not meet the above, the application is Invalid. If the applicant meets above, the application is Valid. Undo the follow up and record appropriate notes.</p>
<p>s. 47E(d)</p>	<p>s. 47E(d)</p>
<p>Client Identity Change</p>	<p>This follow up occurs if the applicant provides information on their application form that is inconsistent with bio data information in ICSE. VPOs should check the following fields in ICSE are correct: Name, Citizenship, Country of Birth, Gender, DOB. Refer to the application form and supporting documents provided and ensure ICSE records show the correct bio data information.</p>
<p>Client is Deceased</p>	<p>This follow up occurs if ICSE has a Deceased Date entered in Client > Additional Information screen. You should confirm the student application has been correctly attached to the correct client record by checking the identity documentation provided by the applicant (birth certificate, passport, movement/visa history) against the information contained in ICSE. If you have confirmed that the application has been lodged for/on behalf of a deceased applicant you should refer the application to your Supervisor.</p>
<p>Client-provided Education Sector used</p>	<p>The follow up "Client Provided Education Sector Used" was added during the BRNOV17 release. The 'Client-provided Education Sector used' follow-up is created after pre-validation has determined that the student-provided default is to be used. This is then passed back to be included in the lodgment message and subsequently creates the follow-up in ICSE during lodgment.</p> <p>This follow up will generate where the education sector is provided by the client and has not been calculated by the system using Confirmation of Enrolment (COE) data. This will alert decision makers to check whether the correct education sector has been recorded in ICSE.</p>
<p>s. 47E(d)</p>	<p>s. 47E(d)</p>
<p>s. 47E(d)</p>	<p>s. 47E(d)</p>
<p>s. 47E(d)</p>	<p>s. 47E(d)</p>
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<p>s. 47E(d)</p>	<p>s. 47E(d)</p>
<p>s. 47E(d)</p>	<p>s. 47E(d)</p>

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COE DOB does not match Clients DOB	<p>This follow up occurs if the client's DOB in ICSE does not match the DOB on one or more of the CoEs provided with the application.</p> <p>Check each of the CoEs in PRISMS. Click on the Student/Visa Summary tab and check the information against the information provided in the application. If the information in PRISMS matches, action the follow up 'Has been followed up' - with the note 'Details checked in PRISMS, DOB matches'</p> <p>If there is a mis-match between the DOB information for the applicant in PRISMS and in ICSE, check the client's passport to confirm that the ICSE DOB is correct. If the error is with the client's DOB in ICSE please update it and action the follow up with 'Has been followed up' and the note 'Checked passport, DOB entered incorrectly in ICSE, has been updated'.</p> <p>If the error is with the CoE details please email the client to contact their EP and request the CoE details are corrected. Action the follow up 'Has been followed up' with the note - 'Contacted client to get CoEs corrected'.</p> <p>If the Name and DOB on the CoE do not match, and the applicant has used another person's CoE, the application is invalid. If the use of another person's CoE appears deliberate raise this case with your TL.</p>
COE Expired or Cancelled	<p>This follow up occurs if the applicant has a CoE(s) recorded in PRISMS with an Expired or Cancelled status at the time of lodgement.</p> <p>Offshore applicants must have approved CoE(s) on the date of lodgement to satisfy Schedule 1.</p> <p>Open the CoE(s) listed under Request Additional Information and also open Prisms and locate the client's record. Click on the CoE(s) tab in PRISMS. Select the CoE(s) provided at lodgement, i.e. the CoE(s) listed in the Permission Request Additional Information screen. Click on the CoE Event History and check the approval date.</p> <p>If the applicant had an approved CoE(s) in effect on the date of lodgement, undo the follow up and record applicant has valid CoE at time of lodgement.</p> <p>If the applicant does not have approved CoE(s) on the date of lodgement, and has not provided alternative evidence of enrolment (e.g. Onshore with Letter of Offer, Thesis Marking Phd Students, Foreign Affairs, Defence or Exchange Students) the application is invalid.</p> <p>If the CoEs included in the application (that were valid at the time of lodgement) do not match the course sector, change the permission request type. Refer to 'Changing the Service Description in ICSE' under the Granting a Student Visa in ICSE section of the SOP for instructions.</p> <p>Offshore: If the CoEs included in the application have a status of expired or cancelled and PRISMS shows additional CoEs have been issued to the applicant, providing the intended course(s) are the same you should update ICSE/Request Additional Information with the approved CoEs that are available in PRISMS. If the intended course(s) are not the same, the application is invalid.</p>
s. 47E(d)	s. 47E(d)
Confirm Nil-Fee eligibility	Refer to Assessing Validity & Processing Invalids Task Card
Course longer than 5 years	<p>With the exception of student of primary school age (refer to PAM for Primary School students), under policy the maximum period of effect for a Student visa is generally 5 years. If a student is packaging two or more courses together, the visa would be granted to the end of the course ending before 5 years. Excessive or unusual course progression - for example if a package spans several qualifications and sectors - would not support a visa grant of over 5 years. This policy does not prevent students from applying for further Student visas to allow them to study in Australia for more than 5 years, for example, if a student has held a student visa for four years (Bachelor) and applies for a further student visa to study a PHD.</p> <p>Examples of visa grant periods for packaged courses</p> <p>Under policy, officers can grant visas for more than 5 years if there is reasonable course progression where each course is a pre-requisite or foundation for the next course in the package - for example:</p> <p>Not acceptable – ELICOS (to) Bachelor (to) Bachelor (no course progression)</p> <p>Acceptable – ELICOS (to) Diploma (to) double Bachelor degree (taking 4 years, or specialised undergraduate degree taking 4 or more years full time, such as Architecture).</p>
Cumulative Stay Period Error	<p>This follow up occurs if the applicant has 2 consecutive departure records, or 2 consecutive arrival records. Go to ICSE > Interfaces > Interval Calculator > Movement Check > Display Movements. If a duplicate arrival or departure record has been recorded on the same day VPOs should action the follow up & record no concerns regarding the movement records. S. 47E</p>
s. 47E(d)	s. 47E(d)
Dependant is an Australian Citizen	<p>This follow up occurs if the system has identified the applicant to be an Australian Citizen. This may occur if the applicant's existing record identifies them as an Australian Citizen, or if the applicant has selected Australia as the country of passport or issuing country on the application form. You should confirm the application has been attached to the correct client record by checking the identity documentation provided by the applicant (birth certificate, passport, movement/visa history) against the information contained in ICSE. If you have confirmed that the application has been lodged by an Australian Citizen you should contact the Authorised Recipient, refer to 'Standard Email Templates' task card available on the Documents page in GovDex.</p> <p>If you have confirmed the applicant has provided incorrect information on the application form regarding their citizenship, the following actions are required:</p> <ul style="list-style-type: none"> - Update the travel document details screen in the ICSE permission request in the Client > Travel/Evidence Document Detail screen. Once you have created a new travel document details record to show the correct citizenship you should select the incorrect travel document and click 'End' and 'Save', this is to ensure the incorrect travel document is ceased in ICSE. - VPOs should also ensure the HAP has determined the required health examinations correctly. If Australian Citizenship was incorrectly considered in the Health Assessment Portal, you should redetermine the required health examinations, instructions on how to do this is included in Appendix A of the "Processing Health in HAP" Task Card on Gov Dex.
eCOE Course Dates Overlap	<p>Note: This Follow Ups being removed for new cases in TRMARTY release on 3 March 2017. It will not appear for cases lodged after that date.</p> <p>The 'eCOE Course Dates Overlap' follow up is generated when course dates provided in any of the enrolment details or CoE fields overlap. Scenarios include:</p> <ul style="list-style-type: none"> • Client enters both a CoE and completed Letter of Offer details for the same course. • Client enters a CoE and details of a letter of offer for a subsequent course, and the details overlap. • Client enters details of 2 or more CoEs or Letters of Offer and the details overlap. <p>If the 'eCOE Course Dates Overlap' follow up has been generated because the client has provided information about the same course twice:</p> <ul style="list-style-type: none"> • Undo the Enrolment Evidence Details event with the note: CoE and Letter of Offer provided for same course. • Action the 'eCOE Course Dates Overlap' follow up with the note: CoE and Letter of Offer provided for same course. No Overlap. <p>If the 'eCOE Course Dates Overlap' follow up has been generated because of a genuine overlap of dates on 2 or more CoEs, Letters of Offer, or between the CoE and a Letter of Offer for a different course:</p> <p>Time of Lodgement (Validity Checking only) - Do not action the 'eCOE Course Dates Overlap' follow up.</p> <p>Time of Assessment:</p> <p>If the 'eCOE Course Dates Overlap' follow up has been generated because of 2 or more CoEs with overlapping course dates:</p> <ul style="list-style-type: none"> • Issue a request letter to the client requesting new CoEs, noting that there is an overlap in the current CoEs. • When the new CoEs are received, update the CoEs in Permission Request Additional Information screen and action the 'eCOE Course Dates Overlap' follow up with the note: New CoEs received, no overlap. <p>If the 'eCOE Course Dates Overlap' follow up has been generated because of a CoE and Letter of Offer, or multiple Letters of Offer with overlapping course dates:</p> <ul style="list-style-type: none"> • Check if CoEs have been issued since lodgement for the Letter of Offer Courses. • If CoEs have been issued and the dates do not overlap action the 'eCOE Course Dates Overlap' follow up with the note: New CoEs received, no overlap

eCOE Extended Course Gap	<p>Note: This Follow Up is being removed for new cases in TRMAR17 release on 3 March 2017. It will not appear for cases lodged after that date.</p> <p>Check CoEs in Prisms. Students who are proposing to study two or more courses in a package can be granted a visa corresponding to the principal course, provided:</p> <ul style="list-style-type: none"> they can provide a Confirmation of Enrolment for each course to be undertaken; and no more than two months will elapse between each course, except when the first course ends at the end of the standard academic year (November or December) and the principal course commences at the beginning of the following standard academic year (February or March). <p>Gap more than 2 months: Officers need to assess those cases that go beyond these timeframes on a case by case basis. In determining such cases and whether a student should be allowed to remain in Australia during the break officers should consider factors such as whether the student has a good record or if it would be unreasonable to expect them to enrol in another course during the gap.</p> <p>VPOs can apply discretion, you do not require TL approval to grant with a course gap of more than 2 months, notes must be recorded in the follow up event screen re: reasons why extended gap has been approved/not approved.</p>
s. 47E(d)	s. 47E(d)
English Language Requirement not met	Streamlined Evidentiary: Action & record the note: Not required application is Streamlined Evidentiary. Regular Evidentiary: Refer to the applicable S. 47E(d) assessment task card for processing instructions relating to evidence of English proficiency.
Evidence Level must not be Undetermined	s. 47E(d) This should return with Streamlined or Regular Evidence outcome.
s. 47E(d)	s. 47E(d)
Fee Waiver to be verified	Refer to Assessing Validity & Processing Invalids Task Card
Foreign Govt Sponsored application	This follow up relates to special requirements specific to Foreign Government Sponsored students in relation to the finance requirement, English requirement and visa conditions. Once these requirements have been assessed undo the follow up.
Guardian appln must be linked to student appln	This follow up may be generated when the related application (primary Student or Guardian application) was granted in IRIS, and therefore the system is unable to link/associate the permission requests in ICSE. Confirm that the Associated Student or Guardian applicant in the permission request has a visa record in ICSE and action the follow-up with the qualifier "Known to ICSE/TRIPS". This follow up may also occur if the applicant provides an application reference number for a related application. E.g. Student provides a reference number for a Student Guardian application and vice versa and the application was unable to be linked in ICSE. VPOs will need to ensure Guardian applications are linked to the Associated Student permission request in ICSE. Check the evidence of welfare provided by the applicant and locate the associated application in ICSE. To link the permission requests go to ICSE > Request > Permission Request Linking > Link Request and enter the Request ID for associated application and click Select.
Health Cover and Visa Expiry Not Matched	This follow up occurs if the applicant has recorded their OSHC policy with an expiry date earlier than the system generated visa expiry date. VPOs should check the evidence of OSHC provided, if the applicants OSHC covers their study period you should record a visa expiry date that matches the OSHC expiry date. If all requirements are met you can proceed to grant the visa with an expiry date that matches the OSHC expiry date. If requesting further information from the applicant you can advise the applicant that additional OSHC is required to cover the full grant period the applicant is eligible for.
In Detention - Contact relevant detention centre	Refer to your Supervisor.
Inappropriate answer to Declaration Questions	This follow up occurs if the applicant provides an inappropriate answer to a question on the application form. The follow up qualifier will tell you which question is of concern. VPOs should go to the event list window and open the event that relates to the inappropriate question. If the inappropriate answer relates to a requirement that the applicant needs to satisfy you should request further information from the applicant. If the applicant is not required (e.g. Streamlined evidentiary applicant) you can undo the follow up and record 'not required - streamlined evidence'.
s. 47E(d)	s. 47E(d)
Interval Calculator error	s. 47E(d)
Invalid Passport (New)	Check the passport provided by the applicant has been correctly entered in ICSE. Undo the follow up event once you have confirmed the passport is correctly recorded in ICSE.
Invalid Related Application Id	This follow up is generated when the related application (primary Student or Guardian application) was granted in IRIS, and therefore the system is unable to link/associate the permission requests in ICSE. Confirm that the Associated Student or Guardian applicant in the permission request has a visa record in ICSE and action the follow-up with the qualifier "Known to ICSE/TRIPS".
s. 47E(d)	s. 47E(d)
s. 47E(d)	s. 47E(d)
May Need to Apply 8534 to Visa Grant	<ul style="list-style-type: none"> Under policy, 8534 is only applied if the applicant has an immigration history that raises concerns about de facto residence. It should generally not be imposed on applicants outside Australia with no previous travel history to Australia. You should refer to 8534 NES information in the PAM before you apply condition 8534.
s. 47E(d)	s. 47E(d)
Name Mismatch	Confirm client name in ICSE matches passport biodata page.
Negative answer to Language question	Streamlined Evidentiary: Action & record the note: Not required application is Streamlined Evidentiary. Regular Evidentiary: Refer to the applicable assessment task card for processing instructions relating to evidence of English proficiency.
Negative answer to Welfare question	Refer to Welfare section of the S. 47E(d) Assessment Task Card.
No Health Cover for applicant	Evidence of OSHC is required. VPOs should refer to s. 47E(d) Assessment task card and request evidence of OSHC if required.
No Health Cover for one or more applicants	Applies only to 590 Student Guardian applications. The client has indicated that one or more applicants do not have Overseas Visitor Health Cover. Check for any uploaded information and request evidence of OVHC as required.
Notification Of Change In Circumstances	Check uploaded documents for Notification of Change in Circumstances form. The client has advised the department new information that may be relevant to future processing. Record and action appropriately in ICSE.
Notification Of Incorrect Answer(s)	Check uploaded documents for Notification of Incorrect Answer(s) form. The client has advised the department new information that may be relevant to future processing. Record and action appropriately in ICSE.
s. 47E(d)	s. 47E(d)
PIC 4020 - 10 year Exclusion Period may apply	Refer to the Exclusion Periods section of the s. 47E(d) Task Card.
PIC 4020 - 3 year Exclusion Period may apply	Refer to the Exclusion Periods section of the s. 47E(d) Task Card.
PIC 4020 - Exclusion period may apply	Refer to the Exclusion Periods section of the s. 47E(d) Task Card.
s. 47E(d)	s. 47E(d)
s. 47E(d)	s. 47E(d)

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PRISMS Course sector not provided	Applications commenced as Postgraduate Research Sector will be checked at lodgement to ensure the correct fee has been paid. For all other cases: Check the Service Description sector in the Student permission request is correct. For COEs issued prior to 1/07/16 or cases where the client has provided a letter of offer our system is unable to correctly identify the education sector. The Service Description should show the sector for the highest level of study for the CoEs provided with the application. VPOs should check PRISMS/evidence of enrolment to determine the correct sector. If the sector is incorrect, refer to "Changing the Sector in ICSE" instructions in the SOP under "Granting a Student Visa in ICSE". Ensure that the Risk Check is run after changing the sector so that the application risk is updated.
Referral Outstanding	s. 47E(d)
Related Application Id not provided	VPOs will need to ensure Guardian applications are linked to the Associated Student permission request in ICSE. Check the evidence of welfare provided by the applicant and locate the associated application in ICSE. s. 47E(d)
s. 47E(d)	s. 47E(d)
Residential address of main applicant not recorded	Check the application form and supporting documents for the applicants residential address and update in ICSE. It is a schedule 1 requirement to provide a residential address, if there has not been a residential address provided you should refer the application to the invalid team.
s. 47E(d)	s. 47E(d)
s. 47E(d)	s. 47E(d)
s. 47E(d)	s. 47E(d)
s. 47E(d)	s. 47E(d)
s133A	s. 47E(d)
s133C	This follow up occurs if a visa previously held by the applicant has been cancelled by the Minister under s133C using the power to cancel provisions of s116. Check if an exclusion period applies including Special Return Criteria. s. 47E(d)
s134B	s. 47E(d)
School Aged Dependent	Check evidence of school enrolment has been provided.
Student has NOT yet Started The Course	Note: This Follow Up is being removed for new cases in IRMAR17 release on 3 March 2017. It will not appear for cases lodged after that date. Check CoE start date. Onshore students may have already commenced their course if they already hold a visa which allows them to study in Australia, you can undo the follow up and note Course Start date has passed. Offshore students, if the course start date has passed you should request evidence of late arrival or new CoEs from the applicant.
System Error	This follow up occurs if a system generated check fails at the time of lodgement. s. 47E(d)
To be referred to competent authorities	s. 47E(d)
Visa cancelled	Refer to the Exclusion Periods section on the s. 47E(d) Task Card. If an exclusion period applies refer to the SOP for processing instructions. s. 47E(d)
Visa Conditions not Complied	s. 47E(d)

Welfare related follow ups include:

- Accommodation and Welfare Requirement not met
- No welfare arrangements in place
- No welfare dates
- U18 Student Welfare Failed
- Welfare Letter
- Welfare Undertaking
- Invalid Related Application Id

Refer to Validity & Assessment instructions below.

VALIDITY

For the application to be valid, item 1222(3)(d) requires all students under 18 to provide evidence of their intended welfare arrangements for the stay period in Australia. This requirement applies whether the student is in or outside Australia, and includes Foreign Affairs/ Defence students.

If the applicant has not provided evidence of their intended Welfare arrangements the application is invalid. If the applicant has provided evidence of intended welfare arrangements (as per below), action the follow up event and record the following note "1222(3)(d) satisfied and enter the evidence of welfare provided" in the notes field.

IMPORTANT: Please also record a Case Status Note with the following note "Welfare follow up event has been actioned for the assessment of Schedule 1 (validity) requirements only. Welfare must be assessed against Schedule 2 requirements (PIC 4012A) at time of assessment. Refer to the Welfare Follow Ups tab on the Student Follow Up Event List on GovDex."

Welfare may be provided in the form of:

Parent, custodian or close relative

Under policy if the student intends to reside with 'a parent or custodian or a suitable relative' the student must submit a form 157N (Nomination of student guardian) with their Student visa application. For Schedule 1 validity purposes, there is no need to assess whether the parent, custodian or suitable relative would meet Schedule 2 requirements. The inclusion of a completed form 157N is sufficient.

Associated Guardian Visa

The applicant may nominate an associated 590 or 580 guardian visa holder/applicant as evidence of welfare. If the system has not linked the guardian application you may see the follow up event

Defence/Foreign Affairs students

Foreign Affairs and Defence students must provide a letter from DFAT/Defence with their Student visa application, stating that arrangements have been made for the student's welfare.

Secondary exchange students

If the student is a secondary exchange student they must provide an AASES form with their Student visa application.

If the student will turn 18 before the intended arrival date

If the student will turn 18 before their intended arrival date, under policy for the application to be valid, no evidence of intended welfare arrangements is required.

If the student will turn 18 after arrival but before their course commences

If the student will turn 18 after arrival but before their course commences, for their application to be valid

ASSESSMENT

Adequate welfare arrangements must be in place for the entire visa period or until the applicant is 18 years old.

The following options (1 -5) may be provided by the applicant to satisfy welfare requirements.

Option 1: CAAW & Form 1229 provided by person/s with parental responsibility - ensure supporting documentation is attached to Form 1229, (record any custody docs provided). If intending to reside in Australia according to welfare arrangements approved by the education provider, the student must submit a CAAW (Confirmation of Appropriate Accommodation and Welfare) letter. Officers should confirm that a CAAW letter has been issued in PRISMS. Ensure there are no gaps in the welfare provided by CAAW(s).

Option 2: Form 157 – Nomination of an onshore relative (parent, brother, sister, grandparent, grandchild, aunt, uncle, niece or nephew, also applies to step relatives of this kind). Record the relative's name & DOB (must be 21 OR OVER) & relative's CID in your assessment. The following documents must be sighted: Evidence of Australian Citizenship/PR/Aust visa (must be valid for the entire period they are providing welfare), relationship evidence, AFP Certificate, Penal clearances (other countries) are required for all countries lived in more than 12 months in past 10 yrs, Form 1229 (record any custody docs provided).

Option 3: Student Guardian (590) providing welfare (record RID), Form 1229 provided (record any custody docs provided). Check Form 157N provided. Application must not be decided until all requirements are met for the 590 application.

Option 4: AASES (refer to Student PAM3: Sch2Visa500)

Option 5: DFAT/Defence letter of support (refer to Student PAM3: Sch2Visa500).

Once you are satisfied the applicant has adequate welfare arrangements in place update the welfare section in ICSE.