



## **P.47V4 Student's Contact Detail change and Update Policy**

### **1. Purpose and Scope**

- 1.1** This policy provides guidelines on requirements of the college to regularly update the Student's contact details. This policy also outlines the process to notify the students and update the new details in the system.

### **2. ESOS Requirement**

- 2.1** Standard 3.1 e. requires the provider to advise the students of their obligation to notify the registered provider of a change of address while enrolled in the course.
- 2.2** Section 21 of the ESOS Act requires the college to maintain a student's current address and to update the address in PRISMS every 6 months.
- 2.3** Standards 10 and 11 of the National Code require the college to send students a written notice of intention to report them for visa breaches relating to attendance and course progress. Therefore, it becomes important for the college to maintain the current address and other contact details of the student at all times.

### **3. Process to update system**

- 4.1** Barkly International College advises the student to notify the college of any change in residential address, telephone number etc within 7 days of the change. This notification is done in the form of information clause in the student's written agreement with the college prior to enrolment.
- 4.2** The college send an email/SMS to all the active students to inform the college of any changes in contact details. This activity is carried out bi-annually.
- 4.3** Once the student notifies the college of the change of address using the change of address form, the college's main office updates the address in the PRISM. This is followed by update of the address in the Student Information System by the Administration Officer.

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### **Related Forms**

F.20V03 Student Contact Detail Change Form

#### **Document Information**

<b>Title:</b>	P.47V4 Student Contact Detail Change and Update Policy	<b>Version No:</b>	V4.0
<b>Author:</b>	Barkly International College Pty Ltd	<b>Date Created:</b>	January 2014
<b>Reviewer:</b>	Evelin Cruz	<b>Date reviewed:</b>	December 2016
		<b>Next Review date:</b>	December 2017