

## Updates to the National Code Explanatory Guide Standard 7 and Standard 11

The National Code 2007 has now been in operation for close to six months. On the whole, the feedback from industry has been largely positive, recognising that it offers providers and students more flexibility and certainty.

As you would expect, DEEWR has received a large number of queries during this period from providers and students on the finer detail of the Code's operation. In response, DEEWR has worked to ensure that providers are aware of the Explanatory Guide and have supplemented the guidance it offers through Frequently Asked Questions (FAQs) and other useful resources on our website, [www.aei.dest.gov.au/esos](http://www.aei.dest.gov.au/esos)

DEEWR undertook to update the Explanatory Guide twice a year to ensure it remains a comprehensive and useful resource for providers. For the first iteration, we have focussed our attention on the National Code standards which have been of keen interest to providers and students – Standards 7 (Transfers between registered providers) and 11 (Monitoring attendance). DEEWR is pleased to inform you that the updated Explanatory Guides for [Standard 7](#) and [Standard 11](#) are now available on our website under the Explanatory Guide section. They incorporate advice given to providers and students over the past few months and reflect current policy positions.

The clarifications and changes that are likely to be of most interest are:

- clarifying that a provider's transfer policy needs to support the intent of the standard which is to recognise overseas students as consumers and supports them to exercise choice, while acknowledging the need to support students to transition to study and life in Australia
- explaining that each provider affected by the transfer needs to issue the letter of release, and
- encouraging providers to implement attendance policies that enable attendance to be monitored and reported on over study periods.

To assist providers understand the changes to Standard 7, a fact sheet has been prepared for providers and another for students. A fact sheet providing further advice to the Explanatory Guide on Standard 8 on what constitutes an external and independent appeals body is now also available. These fact sheets are available from <http://aei.dest.gov.au/AEI/ESOS/QuickInfo/default.htm>

DEEWR will be incorporating the FAQs relating to the other standards into the Explanatory Guide in the coming months. We will notify you when this has taken place.

If you have any questions or comments, please contact the ESOS Helpline on (02) 6240 5069 or [esosmailbox@dest.gov.au](mailto:esosmailbox@dest.gov.au)