



“Update your students” Contact details in PRISMS - 18/01/2018

Students are obliged to inform providers of their residential address within seven days of arriving in Australia and then provide the new address to providers within seven days of any changes (condition 8533). Providers can maintain a student’s current address and contact details in PRISMS. Providers should also ensure they are compliant with section 21 (Record keeping) of the Education Services for Overseas Students (ESOS) Act (2000).

By keeping contact details for students up to date in PRISMS, you can help give students a fair opportunity to comment on possible breaches of conditions before their visa is cancelled. If the Department of Home Affairs contacts you for confirmation of a student’s address or contact details, you should release any details in line with your obligations and privacy policies.”



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