

Confirmation of Enrolment (CoE) Extension

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1.0 Purpose

This Procedure describes the circumstances under which student visa holders may extend their study beyond the duration specified in their Confirmation of Enrolment (CoE), in compliance with legislative and regulatory requirements.

2.0 Scope

This Procedure applies to student visa holders who need to apply for an extension of their Confirmation of Enrolment (CoE) because they are unable to complete their studies within the timeframe of their current or most recent CoE. It also applies to staff assessing CoE extension requests.

3.0 Procedure

This Procedure sets out the processes, practices and actions for assessing a request to extend a CoE in accordance with legislative and regulatory requirements, including the Education Services for Overseas Students Act 2000 (ESOS Act), the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018), and Department of Home Affairs requirements including Genuine Student (GS) criteria within approved Ministerial Direction.

3.1 Academic progress monitoring

International student progress is monitored each standard trimester to determine whether a student is on track to complete their program within the expected duration specified on their CoE, in accordance with Standard 8.3 of the National Code 2018. International Compliance notifies students actively enrolled in a program who are at risk of not completing their program within the expected duration of their ESOS obligations to complete by the end date of their CoE.

Students may be identified as being at risk of not meeting progress requirements through:

- The Academic Progress Report run by International Compliance;
- The *Academic Progress Procedure*;
- Progress reports for higher degree research candidates;
- Other risk factors identified by the University;

- Student self-identification.

Intervention strategies implemented and recorded by the University to support academic progress may include:

- Notifications and support mechanisms to students identified as at risk with a yellow or orange status under the *Academic Progress Procedure*.
- Notifications and support mechanisms to students identified as at risk with breaches under the *Student Breaches of Academic Integrity Procedure*.
- Staff advice and assistance for students facing difficulties affecting academic performance, including, but not limited to, referral to support services, increased monitoring, changed program structures, and reduced study loads.

3.2 Assessment for the provision of a CoE extension

Standard 8.16 of the National Code 2018 states that:

The registered provider must not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within the expected duration, unless:

- 8.16.1 there are compassionate or compelling circumstances, as assessed by the registered provider on the basis of demonstrable evidence; or
- 8.16.2 the registered provider has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements; or
- 8.16.3 an approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment).

3.2.1 Compassionate and compelling circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student visa holder and which have an impact on the student's program progress or wellbeing. Compassionate or compelling circumstances require supporting documentation. These circumstances may include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes.
- Death, illness or injury of a close family member, such as a parent, grandparent or sibling, supported by relevant documentation, which may include a death certificate, medical evidence, evidence of the student's relationship to the family member.
- Pregnancy, as evidenced by a medical certificate.
- Major political upheaval or natural disaster in the home country that may require emergency travel or a reduced enrolment load, impacting the student's studies.
- A traumatic experience, including involvement in or witnessing a serious accident, or being the victim of or witnessing a serious crime, where the experience has impacted the student and is supported by relevant evidence, such as police or psychological reports.
- Where a Dean/Deputy Dean (Research) approves an extension to the maximum submission date for higher degree by research students based on exceptional

circumstances, under which the progress has been delayed by factors beyond the control of the student.

3.2.2 Academic progress

A CoE extension may be considered where the student has engaged in a formal intervention strategy after being identified as at risk of not meeting satisfactory academic progress requirements.

A CoE extension may also be considered where the University is unable to offer a prerequisite course, or where the student has failed a prerequisite course and therefore has insufficient eligible courses available to complete the program within the current CoE duration.

3.2.3 Additional courses

A student who has enrolled incorrectly and is required to complete further core and/or elective courses in order to successfully complete their degree program.

A student who requests to add a major that results in further core and/or elective courses being required to be completed.

3.2.4 Leave of absence

Student visa holders who take approved leave of absence, as prescribed in Section 3.10 of the University's *Enrolment Procedure*, may be eligible to extend their studies for the period of approved leave, or for the duration required to complete the current program structure in standard full-time delivery, where available.

3.2.5 Other assessment criteria

CoE extension requests are also assessed against the Department of Home Affairs Simplified Student Visa Framework (SSVF). Student visa applicants must meet the Genuine Student (GS) criteria, demonstrate sufficient financial capacity to study and live in Australia, and be able to meet their student visa conditions. Guidance on these criteria is provided in the Department of Home Affairs approved Ministerial Directions.

3.3 Request for a CoE extension

Student visa holders must submit a completed CoE Request Form and attach supporting documentation:

- a) within three months of the student visa expiry date, if applying for a student visa offshore;
- b) within one month of the student visa expiry date, if applying for a student visa onshore (Australia).

Supporting documentation must be included with the CoE Request Form and may include, but is not limited to:

- a) The reason the student was unable to complete their program within the duration of their CoE;
- b) Supporting documents, such as medical certificates, where applicable;
- c) An enrolment plan for completion of the program, including the new anticipated completion date, to enable the University to determine the new CoE duration.

The enrolment plan will be forwarded to the Student Success team for confirmation that the student's program can be completed within the proposed new CoE duration in standard full-time delivery mode where possible.

A student who submits an enrolment plan that may place them at risk of not meeting satisfactory academic progress requirements, based on their previous academic performance, may be required to meet with an International Student Advisor (ISA) before their CoE extension request is assessed. The ISA's assessment of the student's ability to successfully complete their program academically and within the proposed new CoE duration will be considered when finalising the CoE extension request.

Where possible, a CoE extension will only be issued once all academic results for completed trimesters have been published.

- International Compliance will communicate the outcome of the CoE extension request to the student via their student email account.
- Successful students will be issued a CoE for the approved extension or new program duration.
- The student must provide the CoE to the Department of Home Affairs with their student visa application before their student visa expires.

The decision to approve a student visa application is the sole responsibility of the Department of Home Affairs.

3.4 Review of Decision

Student visa holders have the right to apply for review of a decision within 10 working days of being notified that they will not be granted a new CoE. The request for review must be made using the Review of a Decision Form in accordance with the University's *Student Review and Appeals Policy* and *Student Review and Appeals Procedure*.

4.0 Definitions

Confirmation of Enrolment (CoE) – an official document issued through PRISMS by an education provider that confirms an international student's enrolment in a registered course in Australia.

Genuine Student (GS) – a student visa requirement that applicants be genuine applicants for entry and stay as students and demonstrate that studying in Australia is their primary reason for applying for a student visa.

Standard Trimesters – the standard academic year comprises two standard trimesters, Trimester 1 and Trimester 2, as designated in the University's Academic Calendar. Other teaching periods may be designated in the Academic Calendar and may be used to offer certain courses. For student visa holders commencing their program in Trimester 3, the first three trimesters of enrolment will be considered standard for the purpose of monitoring under the National Code 2018.

PRISMS – Provider Registration and International Student Management System.

5.0 Information

Title	Confirmation of Enrolment (CoE) Extension Procedure
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Purpose To describe the circumstances under which student visa holders may extend their study beyond the duration specified in their Confirmation of Enrolment (CoE), in compliance with legislative and regulatory requirements.

Audience Students

Category Academic

Subcategory Student Services

UN Sustainable Development Goals (SDGs)

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6.0 Related Policy Documents and Supporting Documents

Legislation [Education Services for Overseas Students Act 2000](#)
[National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)
 Department of Home Affairs Ministerial Directions (current relevant MD can be found here [Genuine Student requirement](#))
[National Student Ombudsman](#)
[Department of Home Affairs Simplified Student Visa Framework \(SSVF\)](#)

Policy [Confirmation of Enrolment \(CoE\) Extension Policy](#)

Student Review and Appeals Policy

Procedures

Academic Progress Procedure
Student Breaches of Academic Integrity Procedure
Enrolment Procedure
Student Review and Appeals Procedure

Local Protocol

Confirmation of Enrolment (CoE) Extension Job Aid

Form

Confirmation of Enrolment (CoE) Request
