

COMPLETION WITHIN EXPECTED DURATION OF STUDY PROCEDURES

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| Approving Authority | Executive Management Team |
| Purpose | These procedures outline the processes to be followed for monitoring and ensuring students complete their study within the period stipulated in their CoEs |
| Responsible Officer | Academic Dean |
| Next scheduled review | December 2025 |
| Document Location | http://www.ozford.edu.au/higher-education/policies-and-procedures/ |
| Associated documents | Time limits for Completion of an Award Course Policy. Academic Progress Policy and Procedure Deferring, suspending or cancelling a student's enrolment Policy and Procedure Student Services & Support Policy and Procedure Completion Within Expected Duration Of Study Policy and Procedure |

1. PRINCIPLES

Oxford Institute of Higher Education (hereafter referred to as “the Institute”) monitors the workload of overseas students to ensure they complete their course within the duration specified in their Confirmation of Enrolment (CoE).

The Institute will only enable students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.

Overseas students are allowed to undertake up to one-third of their course by online or distance education

2. SCOPE

This policy only applies to overseas students. It does not apply to off-shore students studying online without a student visa, or domestic students.

3. DEFINITIONS:

3.1 *Confirmation of Enrolment (CoE)*

The Confirmation of Enrolment (COE) is an official document issued to overseas students by universities and other education providers in Australia. It confirms that the student has accepted a place in a course and has paid required tuition fees and Overseas Student Health Cover (OSHC). The COE is required by the Department of Home Affairs for the purpose of issuing a student visa.

3.2 *CRICOS*

CRICOS stands for Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). It is a register of Australian education institutions that are permitted to recruit, enroll and teach overseas students. Registration on CRICOS allows providers to offer courses to overseas students studying, or intending to study, in Australia on student visas. The register is managed by the Australian Government Department of Education, is publicly available, and can be searched by course or provider name/number.

3.3 *Deferring or Suspending Enrolment*

Deferring or suspending a student's enrolment means to temporarily hold, delay or postpone the student's study. A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances. A provider may also initiate suspension of a student's enrolment due to poor performance or serious violation of student codes of conduct by the student. Education Providers are required to notify such deferments or suspensions of enrolment to the Department of Education through PRISMS.

3.4 *ESOS National Code*

'ESOS' stands for 'Educational Services for Overseas Students'. The National Code is embodied in the ESOS Act 2000. The National Code is a set of nationally consistent standards that governs the protection of international students and delivery of courses to those students only by providers who are registered

on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). Only CRICOS courses can be offered to international students studying in Australia on a student visa.

3.5 PRISMS

PRISMS stands for 'Provider Registration and International Student Management System'. PRISMS is a secure system for education providers to issue 'Confirmations of Enrolment' (CoE) to overseas students intending to study in Australia and report changes in course enrolment. The Department of Immigration and Border Protection requires CoEs to issue a student visas. PRISMS is administered by the Department of Education in association with the Department of Immigration and Border Protection. Certain Australian Government agencies can also monitor student compliance with visa conditions and provider compliance with the *Education Services for Overseas Students Act 2000* (ESOS Act) through PRISMS.

4. PROCEDURES

4.1 *Advice to students*

Upon admission, students will be advised of the meaning and requirements for course progress and of the requirement to complete the course by the scheduled end date of the course.

4.2 *Allocation of enrolment load*

Upon enrolment at the Institute, students will have an approved enrolment load which is consistent with the expected duration of the qualification being studied.

4.3 *Extending the duration of a student's CoE on the basis of lack of satisfactory academic performance*

4.3.1 Monitoring of academic progress is specified in the associated Institute Academic Progress Policy and Procedures which is consistent with PART B, standard 8 of the ESOS National Code. It involves:

- early detection of, and intervention in, students at risk of unsatisfactory academic performance;
- review of academic performance at the end of first study period;
- monitoring and implementing intervention strategies relating of students with lack of satisfactory academic performance during a consecutive study period;
- review of academic performance and progress at the end of consecutive study period.

4.3.2 The Institute Academic Progress Policy and Procedures indicates that at all stages of reviewing the performance of students and implementing intervention strategies, the likely or possible impact on the student's course duration will be considered and noted.

4.3.3 Any request for extending the duration of a student's CoE should be considered in light of the relevant study program as outlined in the curriculum document and the end date for the course as specified on the students CoE.

4.3.4 The Academic Dean will determine whether the student's academic progress is such that the student, no matter what intervention strategy is implemented, cannot reasonably complete his or her course within the expected duration as specified on the student's CoE. Using the allocated hours identified in the proposed delivery schedule of the Institute the Academic Dean will identify the expected extra time required for the student to fully complete the requirements of the qualification. On determination of the additional time and agreement with the student the Academic Dean will formally advise the Admissions Department in writing that a new CoE should be issued to extend the duration of the student's study.

4.3.5 The Institute will notify the Secretary of the Department of Education of any such changes through PRISMS as soon as practicable.

4.3.6 The Institute will also inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa

4.3.7 Copies of all outcomes and notifications related the process are kept on the student's file in accordance with the Institute's policies and procedures.

4.4 *Extending the duration of students COE on the basis of compassionate and compelling circumstances*

4.4.1 In some cases the Institute may consider extending the duration of a student's period of enrolment on the basis of compassionate or compelling circumstances.

Compassionate and compelling circumstances are defined in the Special Consideration Policy but generally include:

- serious illness or injury where a medical certificate states that the student is unable to attend class;
- bereavement of close family members such as parents or grandparents (documented evidence must be provided);
- serious illness, accident or family incident which requires emergency travel which has impacted the student to studies;
- the inability to begin study on the course commencement date stated on the CoE due to delay in receiving a student visa;
- major political upheaval or natural disaster in the home country requiring their immediate travel;
- a traumatic experience which could include but is not limited to involvement in or witnessing of an accident or a crime committed against the student or the student being a witness to a crime and this has impacted on the student.

4.4.2 In granting approval on the basis of compassionate or compelling reasons the Institute will examine the impact of such on the expected duration of the course. The Academic Dean will develop an agreed action plan in conjunction with the student so that the absence from the Institute will have minimal impact on course duration. Such an action plan may include:

- additional reading and self-paced activities;
- delayed assessment;
- self-directed assignment work.

4.4.3 If the approval of such a suspension is likely or possible to impact on the expected course duration the Academic Dean or nominee will note this on the student file.

4.4.4 The Academic Dean decides in conjunction with the student whether it is possible, because of the period of suspension granted on the basis of compassionate or compelling circumstances, for the student to successfully complete all the remaining subjects necessary for the award of the qualification within the period of a single trimester.

4.4.5 On determination of the additional time and agreement with the student the Academic Dean will formally advise the Admissions Department in writing that a new CoE should be issued to extend the duration of the student's study. The Institute will notify the Secretary of the Department of Education through PRISMS as soon as practicable.

Copies of all outcomes and notifications related the process are kept on the student's file in accordance with the Institute's policies and procedures.

4.5 *Extending the duration of students COE on other grounds*

4.5.1 In some cases the Institute may consider suspending, deferring or extending the duration of a student's period of enrolment on the basis of grounds other than academic performance or compassionate or compelling circumstances. Such grounds are generally defined in ESOS National Code PART D, Standard 13 (Deferment, suspension and cancellation of Enrolment during the course of study. In these matters the Institute is generally the initiator of action in relation to the student.

4.5.2 These situations usually arise from periods of Institute initiated suspension as covered in the Deferring, suspending or cancelling a student's enrolment – Policy & Procedures, and give the student the right to access the Institute's complaints and appeals procedures.

4.5.3 In case the Institute initiates the suspension or cancellation of a student's enrolment, it will notify the student its intention and allow the student 20 working days to lodge an appeal.

4.5.4 The Institute will inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa

4.5.5 If the student appeals the decision to defer, suspend or cancel his or her studies, the Institute will not notify the Department of Education of a change to the enrolment status until the internal complaints and appeals process is completed.

4.5.6 Where the decision of the Institute is upheld and a period of suspension prevails the Institute will work with the student through the Academic Dean to minimise the impact on the course duration. Such actions as is the case for compassionate and compelling circumstances may include the following to be undertaken during the period of suspension:

- additional reading and self-paced activities;
- delayed assessment;
- self-directed assignment work.

4.5.7 On determination of any additional time and agreement with the student the Academic Dean will formally advise the Admissions Department in writing that a new CoE should be issued to extend the duration of the student's study. The Institute will notify the Secretary of Department of Education through PRISMS as soon as practicable.

5. APPEALS

If an applicant is not satisfied with the decision of the Institute, they will be advised that they may lodge an appeal to the Commonwealth Ombudsman.

6. QUALITY ASSURANCE

To ensure that this procedure is fit for purpose and meet the requirements of the HES Threshold Standards the procedure will be:

- 6.1 internally approved by the Executive Management Team on development or review
- 6.2 externally reviewed as part of any independent review of the HES Threshold Standards approved by the Governing Board;
- 6.3 internally reviewed by the Responsible Officer every three years from the date of approval (if not earlier).
- 6.4 referenced to the applicable HES threshold Standard and/or other legislation/regulation.

7. FEEDBACK

Feedback or comments on this policy is welcomed by the listed Responsible officers of the Institute

8. VERSION CONTROL

| Version | Date approved | Description | Approved by |
|---|---|-----------------|-------------|
| 3.0 | 12 July 2018 | Initial issue | EMT |
| 4.0 | December 2022 | Internal review | EMT |
| Related legislation/ regulation/standard | 2021 HES Threshold Standards 1.5 ESOS Act 2000, PART D, Standard 9.2 and Standard 13 | | |