

## Procedure Details

Governing Instrument	<a href="#">Education Services for Overseas Students (ESOS) Act 2000</a>		
Advisor	Manager, International Student Administration		
Approval Authority	Director, Support Services		
Approval Date	01/07/2014	Version Number	1.0
		Review Date	July 2015

## Purpose

This procedure outlines TAFE Queensland Brisbane's compliance with the requirements of the ESOS Act 2000, Department of Immigration and Border Protection (DIBP) and the National Code 2007 that all international students complete their studies in the appropriate mode and within the expected duration of their program as registered on CRICOS and the student's PRISMS Confirmation of Enrolment (CoE).

Standard 9 of the National Code requires registered providers:

- To monitor the enrolment load of students at all times to ensure program completion within the duration specified on their Confirmation of Enrolment (COE)
- Ensure students do not exceed the allowable portion of online or distance learning
- Only extend the duration of study through the issuing of an extended or deferred COE in limited circumstances.

## Scope

This procedure applies to:

- All international students [as defined by the ESOS Act] enrolled with TAFE Queensland Brisbane
- All school staff [educational delivery and administration]
- All relevant Support Services staff.

## Procedure

TAFE Queensland Brisbane will monitor the workload of international students, in accordance with the documented progress procedures (PR341 & PR473) to ensure students can complete their program within the expected program duration, as registered on CRICOS.

### 1. Monitoring International Student Workloads

All relevant staff and teachers shall monitor international student workloads in accordance with the TAFE Queensland Brisbane Student Academic Progression Monitoring procedure – PR341.

### 2. Online or Distant Learning

All onshore international students shall be eligible to undertake distance or online components only where the number of units does not exceed more than 25% of the total program and where students enrol in at least one unit on campus in any given semester. This shall be monitored in accordance with the TAFE Queensland Brisbane International Online or Distance Learning Procedure – PR261.

### 3. Extension of Study Duration

Where it is evident that the student shall not complete the program within the expected duration, as specified on the student's Confirmation of Enrolment (CoE), TAFE Queensland Brisbane may extend the duration of the student's study only on the following grounds:

- Compassionate or compelling circumstances such as those outlined below
- An implementation plan was delivered to the student deemed 'at risk' of unsatisfactory academic progress, as outlined within the Student Academic Progression Procedure – PR341
- An approved Deferment or Suspension of study has been granted in accordance with the TAFE Queensland Brisbane International Deferral, Suspension and Cancellation of Enrolment Procedure - PR473.

Except in the circumstances outlined above the expected duration of study specified in the student's CoE must not exceed the CRICOS registered program duration.

#### 4. Compassionate or Compelling Circumstances

Compassionate or compelling circumstances shall include, but are not limited to:

- Serious illness or injury, where a Medical Certificate states that the student was unable to attend classes
- Bereavement of close family members such as parents or grandparents (documentary evidence will be required)
- Major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies
- A traumatic experience which could include:
  - Involvement in, or witnessing of a serious accident
  - Witnessing or being the victim of a serious crime (When this has impacted on the student, these cases should be supported by police or psychologists' reports)
- Where the TAFE Queensland Brisbane is unable to offer a pre-requisite unit
- Inability to begin studying on the program commencement date due to delay in receiving a student visa.

These are only examples of what may be considered compassionate or compelling circumstances. The Industry Training Group (ITG) Director (or delegate) shall use their professional judgement to assess each case on its individual merits.

Documentary evidence shall be provided to support these claims and copies of these documents shall be kept on the student's file.

#### 5. Extension of Study

The ITG Director (or delegate) shall advise International Business of the reasons why an extension of study is required; and provide the necessary documentation to support the extension to study and the extension to the COE.

When advised that an international student cannot reasonably complete their study within the expected duration as specified on the student's CoE, the International Business staff shall update the student's details on PRISMS and ISAS.

PRISMS require TAFE Queensland Brisbane to indicate the reason for the study extension. The two options are:

- Compassionate or compelling circumstances
- Evidence of an intervention strategy the Institute must have the evidence to support the variation on PRISMS.

All documentation shall be maintained on the International Administration student record.

### Records Management

Records shall be retained in accordance with the Qld State Archives – General Retention and Disposal Schedule for Administrative Records ([QDAN249](#)).

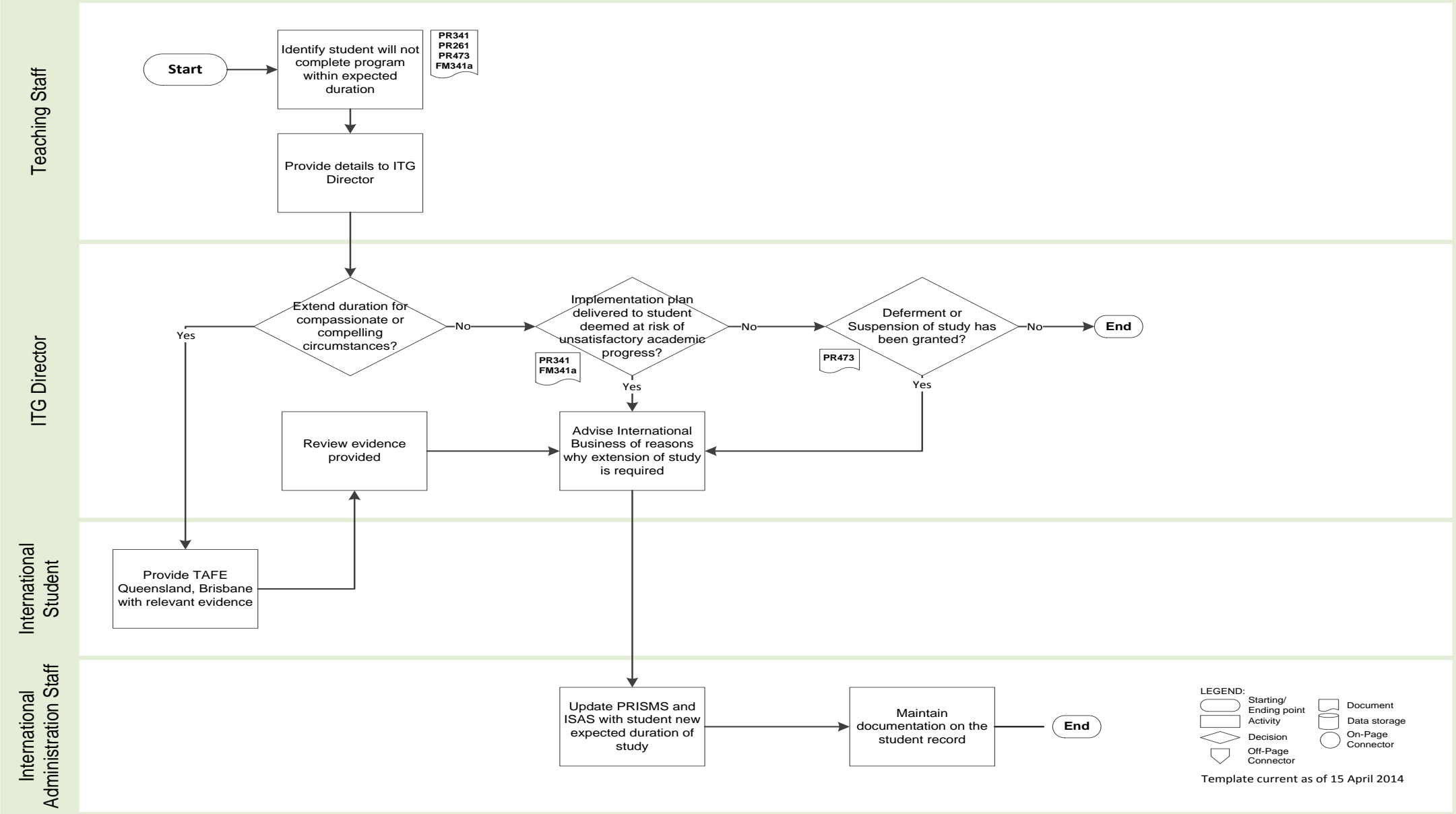
International Business shall:

- Retain all documentation on the student file for a period of 7 years after the last action date
- Update the ISAS student records
- Apply PRISMS Student Course Variation to the Confirmation of Enrolment – 'requests change to existing enrolment'.

# Procedure Flowchart

## Completion within Expected Duration of Study

TAFE Queensland Brisbane



## Affiliated Documents / References

### Internal:

- PR341 - Student Academic Progression Monitoring procedure
- PR261 - Online or Distance Learning Procedure
- PR473 - International Deferral, Suspension and Cancellation of Enrolment Procedure

### External:

- [Education Services for Overseas Students \(ESOS\) Act 2000](#)
- [National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 – Standard 9 – Completion within the expected duration of study](#)
- [Migration Act 1958](#)
- [QDAN249](#) - Qld State Archives – General Retention and Disposal Schedule for Administrative Records

## Glossary of Terms / Definitions

Term/s	Definition/s
CoE	A Confirmation of Enrolment is a document generated via PRISMS which confirms the enrolment of an international student at TAFE Queensland Brisbane. The CoE provides details of the program, duration of study, start and end dates and cost. International students require a CoE to obtain a Student Visa for travel to Australia.
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
DIBP	Department of Immigration and Border Protection
INTERVENTION STRATEGY	An individual plan to provide academic support and/or assistance to an international student identified as being “at risk” of not achieving satisfactory academic progression
ISAS	Institute Student Administration System. A TAFE QLD-wide software application used for student enrolment, payments & billing, some student tracking and other student management functions. ISAS is the data source used for most state-level auditing.
PRISMS	Provider Registration and International Students Management System. The management information system used by Department of Education and DIBP to record international student program enrolment details

## Revision History

Revision Date	Summary of Amendments	Prepared By	Version
01/07/2014	Initial document	Manager, International Student Administration	1.0