

## Extension of Course Duration Procedure

Policy Category	Corporate		
Policy Owner	General Manager IGI		
Responsible for Implementation	Registrar		
Review Date (2 years)	October 2025		
Relevant to	IGI prospective and current students, IGI staff		
Related Documents	Complaints and Appeals Policy Complaints and Appeals Procedure Enrolment Terms and Conditions		
<b>Version</b>	<b>Authorised by</b>	<b>Approval Date</b>	<b>Effective date</b>
1.1	General Manager IGI	1 Oct 2023	1 Oct 2023

### 1. Purpose

The Extension of Course Duration Procedure gives effect to the Enrolment Terms and Conditions in respect of international students seeking to extend their course duration as their visa is due to expire. This procedure ensures that extension to course duration requirements and processes are applied fairly, consistently, objectively and are documented.

### 2. Definitions

Item	Definition
<b>Confirmation of Enrolment (CoE)</b>	A document issued by a registered provider to an intending overseas student. It confirms the overseas student's eligibility to enrol in the course and supports their application for a student visa. They are sometimes called eCoE (electronic CoE).
<b>Course</b>	A structured sequence of study undertaken leading to the award of a diploma and degree.
<b>Current student</b>	Students who are enrolled in a course are current until: <ul style="list-style-type: none"> <li>• they complete the course of study.</li> <li>• they withdraw from the course of study.</li> <li>• their enrolment is discontinued, or they are excluded from a course or study at ihGI due to misconduct or other reasons.</li> <li>• they fail to re-enrol in units of the course without approved leave, in which case the student will be regarded as having ceased their course of study.</li> </ul>
<b>International student (or Overseas Student)</b>	A person who is required to hold an Australian student visa for the purpose of study in Australia as defined by the ESOS Act.
<b>Principal course</b>	The main course of study undertaken by an international student, where a student visa has been issued for multiple courses (packaged courses).
<b>PRISMS</b>	The Provider Registration and International Student Management System is used to process information provided to the Secretary of the Department of Education by ihGI in connection with an international student's course enrolment. It is used by ihGI to issue/amend CoEs, extract reports on student visas, etc.

### 3. Scope

This procedure applies to international students on a student visa and staff involved in managing extension to course duration requests.

### 4. Procedure

#### Eligibility requirements

- 4.1. A student is required to complete their course within the expected duration on their Confirmation of Enrolment (CoE) in accordance with student visa conditions.
- 4.2. IGI may extend a course duration only if:
  - 4.2.1. there are compassionate or compelling circumstances. This includes (but not limited to):
    - serious illness or injury affecting a student's ability to study;
    - witnessing or being the victim of a serious crime;
    - bereavement of close family members, such as parents or grandparents;
    - major political upheaval or natural disaster in a student's home country; or
    - traumatic upheaval.
  - 4.2.2. IGI has implemented, or is in the process of implementing, an intervention strategy for a student who is at risk of not meeting course progress; or
  - 4.2.3. IGI has approved that the student may defer their enrolment or take a leave of absence.
- 4.3. IGI will not approve extension of course duration requests for the following reasons (but not limited to):
  - 4.3.1. a student has intentionally reduced their study load without permission from IGI;
  - 4.3.2. a student's request to reduce their study load was not approved and the student subsequently submits a request for extension of course duration;
  - 4.3.3. employment reasons; or
  - 4.3.4. insufficient evidence was submitted.

#### How to apply

- 4.4. Students apply by completing the Extension of Course Duration form within three months of their visa expiry date with supporting documentation.
- 4.5. Supporting documentation may include (but is not limited to):
  - medical certificate;
  - death certificate;
  - police report; or
  - evidence of an intervention strategy and proof of ongoing support from IGI.
- 4.6. Supporting documentation must be in English (or in translation by an approved translator).

#### Assessment and outcome

- 4.7. The Registrar assesses the application in accordance with this procedure and makes a decision to either approve or reject the application within 10 working days of submission of the request.
- 4.8. For approved release requests the Registrar:
  - extends the CoE in PRISMS recording the reason(s) for granting the extension;
  - notifies the student in writing within 10 working days of submission of the request. The notification includes advice to update their Overseas Student Health Cover for the extended duration of their course and, once that has been completed, to contact the Department of Home Affairs (DHA) to apply for a new student visa;
  - updates the student management system.
- 4.9. For rejected requests, the Registrar:
  - notifies the student in writing that the eligibility requirements have not been met (with reasons) within 10 working days of submission of the request; and

- if a student is dissatisfied with the outcome to extend the duration of their course they may lodge a complaint in accordance with the Complaints and Appeals Policy within 20 working days of receiving the notice; and
- updates the student management system.

### Recordkeeping

4.10. Extension of course duration outcomes are recorded on the student management system. IGI keeps records of outcomes for at least two years after the person ceases to be an accepted student.

### Complaints

4.11. A student may lodge a complaint within 20 working days of receiving the notice if the outcome was inconsistent with this procedure. Complaints must be made in accordance with the Complaints and Appeals Policy.

## 5. Roles and responsibilities

5.1. The Registrar is responsible for assessing and determining extension to course duration requests.

5.2. The student is responsible for:

- providing true and accurate information; and
- providing authentic and genuine documentation.

5.3. IGI is responsible for:

- ensuring the policy and procedure are easily accessible and publicly available especially for prospective students prior to enrolment;
- ensuring procedures are transparent and equitable; and
- providing timely responses to students.

## 6. References

- Higher Education Standards Framework (Threshold Standards) 2021
- Education Services for Overseas Students Act 2000 (Cth)
- Education Services for Overseas Students Regulations 2019
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code)
- Tertiary Education Quality and Standards (TEQSA) Act 2011 (Cth)

## 7. Document History

Version	Date	Author	Reason	Sections
1.0	Jun 2022	PBL Education	New policy	All
1.1	Oct 2023	IGI	Rebrand and minor amendments	All