

# International Students – Monitoring Course Progress and Attendance Procedures

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## INTRODUCTION

The University is required to monitor the study load, course progress and attendance of international students holding an Australian student visa in accordance with [Education Services for Overseas Students Act 2000](#) (the ESOS Act) and Standards 9,10 and 11 of the [National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007](#) (the National Code).

These procedures must be read in conjunction with the University's Higher Education Assessment Procedures, Academic Assessment and Moderation Policy, VET Students – Course Progress Procedures and International Student Policy.

This procedure does not apply to international students enrolled in Vocational Education and Training (VET) courses because the University has implemented the Department of Education – Department of Immigration and Border Protection approved course progress policy and procedures for its VET courses.

## COMPLIANCE

This is a compliance requirement under the:

- [Higher Education Standards Framework \(Threshold Standards\)](#);
- [Standards for Registered Training Organisations \(RTOs\)](#); and
- [National Code of Practice for Providers of Education and Training to Overseas Students](#)

## INTENT

- This document outlines the University's procedures for monitoring the enrolment, study load, attendance, progress and participation of international students to ensure:
- Compliance with the conditions of the Australian Student Visa;
- The student completes the course within the duration specified in the Confirmation of Enrolment; and
- The student does not exceed the allowable portion of online or distance learning as specified in Standard 9 of the [National Code](#).

## RELEVANT DEFINITIONS

In the context of this document

**Census date** means the Australian Government set date by which all University enrolment and payment arrangements for students must be finalised;

**CoE** means Confirmation of Enrolment which is a document issued by the University to approved students issued by the University from the PRISMS system, which must accompany the student's application for an Australian Student Visa;

**Course** means a program of study formally accredited/approved and which is approved for CRICOS registration;

**Course progress** means the measure of advancement within a course towards the completion of that course irrespective of whether course completion is identified through academic merit or skill based competencies;

**CRICOS** means Commonwealth Government Register of Institutions and Courses for Overseas Students. International students may only study an approved CRICOS registered course;

**DIBP** means the Australian Government Department of Immigration and Border Protection, responsible for the Student Visa program;

**Extenuating circumstances** means circumstances that are generally beyond one's control and that have an impact upon a student's progress or wellbeing such as serious illness or injury; bereavement of close family members such as parents or grandparents; or a traumatic experience that has impacted the student, (Standard 9 and 13 of the National Code);

**Full-time study load** means eighty (80) credit points per year for HE courses or a minimum of five-hundred and forty (540) hours per year or three-hundred and seventy (370) hours per year for VET with no more than 25% of a course in external mode;

**National Code** means the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas students. The National Code sits under the ESOS framework and provides standards for the conduct of registered providers and the registration of their courses;

**PRISMS** means the Provider Registration and International Student Management System used to process information given to the Secretary of DIBP by registered providers;

**Progression** means the University's academic progression process, which allows for the review of the students' progress in a course and the opportunity to put measures in place to assist the student to achieve better results;

**Senior International Student Adviser** means the staff member responsible for ensuring that international students are supported to comply with the conditions of their student visa in accordance with Standards 6, 8, 9, 10, 11 and 13 of the National Code; and

**Student** means an **International Student** who holds an Australian Student Visa, and is enrolled in a CRICOS registered course.

## **PROCEDURES**

The Office of International Services is responsible for monitoring students' compliance with student visa conditions relating to attendance in accordance with Standard 9, 10 and 11 of the [National Code](#).

## Monitoring Enrolment and Study Load

The Senior International Student Adviser will monitor the enrolment status of each student at the beginning of each semester or teaching period and before census date to ensure that each student is correctly enrolled. Monitoring enrolment is a requirement to ensure the student is:

- Able to complete the course/s within the duration specified in the student's Confirmation of Enrolment (CoE); and
- Not exceeding the allowable portion of online or distance learning.

Higher Education students must enrol in a full-time study load, which is normally four (4) units per semester, with no more than 25% of the course in external mode and a minimum of one (1) internal unit, except where the student is:

- Repeating unit/s in the final semester of his or her course; or
- Permitted to study less than the full-time load in extenuating circumstances, after consultation with the Senior International Student Adviser; or
- Approved for a deferment or temporary suspension of enrolment.

Where a Higher Education student is enrolled in less than a full time study load without prior permission for a reduced study load, or the student is over-enrolled in external units, the Senior International Student Adviser will formally notify the student by letter or email to:

- Enrol in additional internal unit/s; or
- Withdraw from the exceeded external unit/s; and
- Caution the student that failure to comply is in breach of the conditions of the student's visa and that the student may not receive an extension CoE.

## Monitoring Course Progression

Student course progression is monitored in accordance with the [Higher Education Students - Academic Progression Procedures](#) and the [International Students – VET Course Progression Procedures](#).

Higher Education students must pass at least 50% of the units undertaken during each semester, in order to progress satisfactorily and maintain a full-time study load. Students who fail 50% or more units in a period of six (6) months will result in a review of academic performance. Student who fail 50% or more units in a period of twelve (12) months are at risk of failing to meet course progression requirements which is a breach of visa conditions.

Vocational Education and Training students must demonstrate competency in at least 80% of the units undertaken during each study period in order to progress satisfactorily and maintain a full-time study load. Students who demonstrate competency in more than 50% but less than 80% of the subjects undertaken in a study period will result in a review of progress. Students who does not demonstrate competency in more than 50% of the units undertaken during a period of twelve (12) months are at risk of failing to meet course progression requirements which is a breach of visa conditions.

## Unsatisfactory Progression / Attendance

Where a student has been assessed as not achieving satisfactory progression or attendance, the student will be notified in accordance with the [Higher Education Students - Academic Progression Procedures](#) and the [International Students – VET Course Progression Procedures](#).

The student must respond to the notice by the nominated date to discuss any issues and support options to improve progression. This may include activating a Learning Management Plan for the next study period. It is the student's responsibility to follow through on any assistance offered and to maintain contact with the nominated staff members.

Failure to progress satisfactorily is a breach of the conditions of the student's visa and that the student may not receive an extension CoE.

### Extension of Enrolment

Standard 9 of the [National Code](#) states that the University may only extend the duration of a student's enrolment where it is clear that the student will not complete the course within the expected duration.

Without limitation, the following circumstances may be valid reasons for allowing CoE extensions:

- A student has been identified as 'At Risk', or 'Under Review' or 'Unsatisfactory Progression' and been approved for a reduced study load as part of an intervention strategy, and as a result requires an extension CoE to complete the course;
- A student has been approved for a deferment or temporary suspension on the basis of extenuating or compassionate circumstances in accordance with the International Students – Changes to Enrolment Procedures and as a result requires an extension CoE for the period of absence to complete the course;
- A student has been unable to complete the course in the set duration due to failing individual competencies, and requires an extension CoE in order to allow the student to complete his or her studies; and
- A student has an attendance rate and level of class participation that is less than 80%, and the student provides valid documentation (such as a medical certificates) and requires an extension CoE for the remainder of the course.

Any other circumstances where the student has been permitted to study a reduced load as deemed appropriate by the Director, Office of International Services.

### Reporting and Records

The University may be required to make available any information provided by students to Commonwealth and State Government and law enforcement agencies.

In accordance with Section 19 of the [ESOS Act](#), the Office of International Services will notify Department of Immigration and Border Protection via the PRISMS system of any changes to a student's enrolment, or any non-compliance matter.

All records of enrolment, attendance and progression, interventions, documentary evidence, assessment, notifications and any information provided to the student will be retained electronically on the student's file in accordance with the University's Records Management Policy.

### Complaints and Appeals

A student has the right to make a complaint and/or appeal if the student is not satisfied with any decision of the University or believes the decision was not made in accordance with this procedure through the Student Administrative Complaints Procedures.

Cancellation of a student's enrolment will not take place until the expiry of the twenty (20) working day complaint period, or if an appeal is lodged, until after the appeal has been finalised.

If the student is not satisfied with the final outcome of an appeal, the student may refer the matter to an external organisation such as:

- The Northern Territory Ombudsman;
- The Administrative Appeals Tribunal (Commonwealth); or
- A lawyer.

## **ESSENTIAL SUPPORTING INFORMATION**

### **Internal**

[Common Course Rules](#)

[Higher Education Students - Academic Progression Procedures](#)

[Higher Education - Coursework Admissions Policy](#)

[International Student Policy](#)

[Records Management Policy](#)

[Students - Academic Grievance Procedures](#)

[Students Administrative Complaints Procedures](#)

[International Students – VET Course Progression Procedures](#)

### **External**

[Education Services for Overseas Students Act 2000](#) (Commonwealth)

[DEEWR – DIAC Course Progress Policy and Procedures for CRICOS Providers of VET Courses](#)

[Migration Act 1958](#) (Commonwealth)

[National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2017](#)

## Document History and Version Control

<b>Last amendment:</b>	15 Dec 2017	<b>Next Review:</b>	Nov 2014
<b>Sponsor:</b>	Deputy Vice-Chancellor, Global Strategy and Advancement		
<b>Contact Officer:</b>	Director, International Services		

Version	Date Approved	Approved by	Brief Description
1.00	5 Nov 2014	Vice Chancellor	Creation of original document and upload to CDU website.
1.01	15 Dec 2017	Governance	<ul style="list-style-type: none"> <li>• Conversion to new template due to new University branding</li> <li>• Updated hyperlinks</li> <li>• Added Sponsor , Deputy Vice- Chancellor, Global Strategy and Advancement</li> <li>• Amended Higher Education Students - Coursework Admissions Policy to Higher Education Coursework Admissions Policy</li> <li>• Amended VET Students – Course Progress Procedures to International Students –VET Course Progression Procedures National Code Changed from 2007 to 2017</li> </ul>