Extension of Course Duration Procedures

1. Governing policy

These procedures relate to the *Terms and Conditions of Enrolment*. They describe how international students whose visa will be expiring, apply for an extension of course duration and how staff will enact the terms and conditions in respect to the steps taken for students to apply for an extension at the institution. A condition of a student visa requires an international student to complete their course within the expected duration on their Confirmation of Enrolment (COE). The Institution is permitted to extend a course duration in limited circumstances, as detailed in these procedures. If approved, the student receives a COE with an extended duration and must update their Overseas Student Health Cover (OSHC), before applying for a new student visa.

2. Scope

These procedures apply to all international students on a student visa seeking an extension to their course duration, subject to the conditions in these procedures, and staff involved in approving the requests. These procedures are aligned with applicable Australian Government legislation including the National Code of Practice for Providers of Education and Training of Overseas Students 2018 (National Code), Standard 8.

3. Procedures

3.1. These procedures set out the four key processes involved in assessing a student's request for an extension to their course duration as per Table 1 below:

1. Submit request
If an international student's visa will be expiring soon, and they still have subjects left to complete, they will need to submit an application to the institution to extend their COE, and apply for a new student visa with the Department of Home Affairs (DHA).

2. Extension request assessment, reporting and outcome

The extension to course duration request is assessed as per the guidelines explained in these procedures. Requests for an extension to course duration from an international student can only be approved for compassionate or compelling circumstances as per National Code, Standard 8, with supporting documentary evidence.

3. Appealing the outcome
Students have the right to lodge a complaint about decision that resulted in their request for an extension to their course duration being refused in accordance with the *Complaints and Appeals Policy* and *Complaints and Appeals Procedures*.

4. Recording
Extensions to course duration are recorded accordingly and reported on PRISMS.

Table 1.

Process	Responsibilities	Timeframe
Step 1 Submit request		

1.1 Student completes a **document request form**, with the specified field COE extension, and submits it by completing an E-Ticket within 3 months of their student visa expiring, together with supporting documentary evidence. 1.2 International students are only permitted to apply for an extension of course duration with supporting evidence where: a. compassionate or compelling circumstances exist, including (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; • traumatic upheaval; or b. the Institution has implemented, or is in the process of implementing, an intervention strategy for the student, who is at risk of not meeting course progress requirements; or c. an approved deferral or suspension of the student's enrolment has occurred. 1.3 Applications for an extension of course duration will not be approved including (but not limited to) where: a. A student has intentionally reduced their study load without permission from the Institution; b. A student's application for a reduced load was not approved and the student subsequently submits a request for extension of course duration; or c. Employment issues are provided as a reason for application. 1.4 The supporting documentary evidence may include (but not limited to): a. medical certificate/letter (all evidence must be in accordance with the Student Medical Evidence Guidelines); b. death certificate; or c. police report. d. case number as evidence of an intervention strategy and proof of ongoing support from the Wellness team. 1.5 Supporting documentary evidence if not issued in English must be translated by an official translator. Translators in Australia must be certified by the National Accreditation Authority for Translators and Interpreters (NAATI).	Student	Form submitted 3 months prior to visa expiry
Step 2 Extension request assessment, reporting and outcome		

2.1 The Admissions Manager (or delegate) assesses and makes a decision on the request for an extension to course duration based on the conditions of these procedures, and only after current semester results have been released. The request is approved or rejected indicating the outcome on the form. 2.2 Applications will be rejected where (but not limited to): a. The institution determines there are no compassionate or compelling circumstances to support the application; b. Insufficient evidence has been submitted; c. A student intentionally reduced their study load without permission; d. An application for reduced study load was not approved 2.3 The institution retains the right to approve or reject a request on a case by case basis. 2.4 A student is notified via email of the outcome within 10 working days of submission. 2.5 If the extension of course duration request is **rejected**, the notification will include: a. The reasons the request was rejected; and b. Their right to lodge a complaint about the decision within 20 working days as per the *Complaints and Appeals Policy* and *Complaints and Appeals Procedures*; 2.6 If the request for an extension of course duration is **approved**, the following occurs: a. Student Services extends the student's COE on PRISMS indicating the reasons for granting the extension; b. The student receives an email notification of the approved extension, including: • A copy of the extended COE; • Students must update their Overseas Student Health Cover for the extended duration of their new visa; • Advice to contact the DHA regarding obtaining a new student visa.	Admissions Manager	10 working days (except where current semester results have not been released)
Step 3 Appealing the outcome		
3.1 The student submits a complaint about the decision as per the *Complaints and Appeals Policy* and *Complaints and Appeals Procedures*. 3.2 Student Services is notified of the outcome of the review of the decision. 3.3 If the refusal decision is upheld, no further action is required from Student Services. 3.4 If the outcome is to grant the extension of course duration request, Student Services **proceeds to Step 2.6** to notify the student of the approval.		
Step 4 Recording		

4.1 The extension of course duration outcome is recorded on the student management system. 4.2 The extension of course duration request documentation is saved in the student management system.	Admissions team	

4. Roles and responsibilities

The Registrar is responsible for overseeing the extension of course duration procedures and the related reporting requirements to DHA.

5. Compliance and monitoring

These procedures are written in accordance with Standard 8 of the National Code and HESF.

6. Records management

As detailed in Table 1 above, release requests are recorded in the institution's database and the required reporting is performed in PRISMS and records of extension of course duration requests are filed and saved for two years.

7. Related documents

Terms and Conditions of Enrolment

Approved by Executive Management Group on 3 March 2023 (updated 4 June 2026)