

## International Student Extension of Confirmation of Enrolment (CoE)

### 1. Purpose and Context

Western Sydney University is a registered provider to provide programs of study to international students in Australia as specified on the Commonwealth Register of Institutions and Courses for Overseas students (CRICOS). Each program is registered on CRICOS with a specific duration. The Education Services for Overseas students Act 2000 (ESOS Act) Part 3 Division 1 Section 19 requires the University to supply the Tertiary Education Quality and Standards Agency (TEQSA) with the details of all international students accepted by the University.

This obligation is met by the University by issuing a Confirmation of Enrolment (CoE) through the Provider Registration and International Student Management System (PRISMS) to all accepted international students. The expected duration of study specified in the international student's CoE must not exceed the CRICOS registered duration of the program. This CoE is used for students to apply for an Australian student visa. The University is obliged to inform TEQSA, via PRISMS, of any of the following changes to student information within 31 days of the occurrence of such change, or within 14 days for international students less than 18 years old:

- any student who does not begin the program when expected;
- any termination of an accepted student's enrolment (whether student or university initiated) before the student's program is completed;
- the identity or duration of the program for which the student is accepted;
- any other prescribed matter relating to accepted students, for example, students taking approved leave of absence etc.

If student visa holders do not complete within the expected CoE duration, the University may extend the length of a student's enrolment and CoE only in the following limited circumstances:

- a. as the result of the implementation of an intervention strategy;
- b. compassionate reasons;
- c. compelling circumstances;
- d. approved leave of absence;
- e. approved Reduced study load or
- f. approved deferment of study.

If the University extends the duration of a student's enrolment, the student will be advised to contact the Department of Home Affairs (DHA) to seek advice on any potential impacts on their student visa, including the need to obtain a new visa.

International students are advised of the legislative requirements and conditions of program extension in publications provided at the stage of offer, orientation, and during their enrolment in a program.

University staff must manage international student coursework extension of enrolment in accordance with these procedures. Extension of enrolment and CoE for Higher Degree Research international students is managed by a separate process monitored by the Graduate Research School.

## 2. Definitions

For the purposes of this document, definitions that apply are:

### 2.1 International Student

International Student means a student who holds a student visa.

### 2.2 National Code

The National Code 2018 is a legislative instrument made under the Education Services for Overseas Students Act 2000 (ESOS Act) and sets nationally consistent standards that govern the protection of international students and delivery of courses to those students by providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

## 3. Grounds for Provision of CoE Extension or New CoE

In order to meet the Education Services for Overseas Students (ESOS) National Code requirements, the University monitors the study load of student visa holders to ensure they complete their study programs within the duration specified in their CoE. Please refer to the University's [Enrolment Policy](#).

Students who:

- have enrolled in a part-time study load without approval; or
- have taken leave without approval

will not be provided with a new CoE.

The University will issue a new CoE to international students studying onshore if it becomes clear that a study program will not be completed within the current CoE period as a consequence of the circumstances outlined in provisions 3.1 to 3.4 inclusive.

Students who demonstrate they meet the circumstances outlined in provisions 3.1 to 3.4 will be provided with a CoE to submit to DHA for their new student visa application. For clarity, the decision to grant a student visa application is the sole responsibility of DHA.

Students who do not meet the circumstances in provisions 3.1 to 3.4 may still make a case for consideration of a CoE Extension. Any such case should follow the application process outlined below, and will be assessed on a case-by-case basis.

### 3.1 Academic Progression

- Where the student has engaged in a formal intervention strategy including reduced study load due to being identified as at risk of not meeting satisfactory academic progress;
- Where the student has not achieved grades enabling progression at the standard rate but has not done so poorly as to be identified by the University as a student at risk of losing their good academic standing. If a student has previously been granted an extension of enrolment and CoE and is applying for a subsequent extension, the request should be assessed more closely;
- Where the University is unable to offer (a) pre-requisite unit(s), or the student has failed (a) pre-requisite unit(s) and therefore is not eligible to enroll in relevant units.

### 3.2 Compassionate and Compelling Circumstances

Compassionate or compelling circumstances are generally those beyond the control of the international student and which have an impact on the student's program progress or wellbeing. These could include but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes for an extended period;
- a traumatic experience, which could include involvement in or witnessing of a serious accident, or being the victim of domestic violence, or witnessing or being the victim of a serious crime and

this has impacted the student (supported by WSU Counsellor, police or psychologist reports);

- bereavement of close family members such as parents, grandparents and siblings (where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country which may require emergency travel or reduction in study load impacting the student's studies;
- inability to begin studying on the program commencement date due to delay in receiving a student visa which was beyond the student's control (supported by relevant, dated visa documentation).

Other exceptional cases: students whose circumstances are outside the ones listed above, should seek assistance from the University's Student Welfare Service or other services and attach supporting documentation obtained from them.

### 3.3 Leave of Absence

Student visa holders who have taken approved leave of absence can apply to extend their enrolment for the duration required for the current program to be completed in a standard full-time delivery.

### 3.4 Deferment of Study

Student visa holders who have been approved to defer the commencement date of their program, can apply to extend their enrolment for the period required for the current program to be completed in a standard full-time delivery.

## 4. Procedure

For the procedure required for students registered with the International College and Sydney City Campus please use the following contacts.

- International College - [wsuic@westernsydney.edu.au](mailto:wsuic@westernsydney.edu.au)
- Sydney City Campus - [studentservices@city.westernsydney.edu.au](mailto:studentservices@city.westernsydney.edu.au)

Students not registered with the International College and Sydney City Campus follow 4.1.

### 4.1 Application for CoE extension or new CoE

Student visa holders must submit a completed Confirmation of Enrolment (CoE) Request Form via the WesternNow Student Portal and attach supporting documentation **within three months of the student visa expiry date**. Supporting documentation must include but is not limited to:

- a) reason/s the student was not able to complete their program within the duration of their CoE;
- b) supporting documents, such as medical certificates where applicable;
- c) a new study plan and program end date from the relevant Director of Academic Program (DAP).

### 4.2 Notification of Outcome

A CoE extension will usually be issued once all academic results for completed teaching sessions have been released.

- The University will communicate the outcome of the application to the student via their student email account. If a request is refused, details on the refusal grounds will be provided in the outcome letter.
- Successful applicants will be issued a CoE for the extension/new program duration.
- The student must provide this CoE to DHA with their student visa application before the expiry date of their student visa.

## **5. Review of Decision**

5.1 International students have the right to apply for review of the decision within 20 working days of the notification that they will not be granted a new CoE.

5.2 For students registered with Western Sydney University and The College, the application for review is to be made to the Western Sydney International office via [IQC@westernsydney.edu.au](mailto:IQC@westernsydney.edu.au).

For students registered with the International College, the application for review is to be made to the WSUIC Appeals Committee via [wsuic@westernsydney.edu.au](mailto:wsuic@westernsydney.edu.au)

For students registered with Sydney City Campus, the application for review is to be made to [studentservices@city.westernsydney.edu.au](mailto:studentservices@city.westernsydney.edu.au).

5.3 A written outcome of the review will be provided to the student. If the review outcome is successful, a new CoE will be provided to the student to apply for a student visa. If the review is unsuccessful, and the student seeks to remain enrolled beyond the end date of their applicable CoE, the student must provide to the University certified documentary evidence of an appropriately dated Australian visa which allows continued enrolment. The University will cancel the student's enrolment if the CoE extension is unsuccessful and the student is advised to contact the Department of Home Affairs for any visa implications.

International Students have the right to lodge external appeal of the internal review outcome within 10 working days of the outcome letter. External appeal information will be provided in the internal review outcome letter.

Approved by VP P&A 30 August 2023