**International Students on student visas – Course progression procedure**

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## Purpose

This procedure supports the Canberra Institute of Technology’s (CIT) compliance with the Education Services for Overseas Students (ESOS) Framework which includes the Education Services for Overseas Student Act 2000 (ESOS Act) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code). These laws have been developed by the Australian Government to ensure overseas students in Australia have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students.

This procedure is to be read in conjunction with ***International Students on Student Visas Policy****.*

## Scope

This procedure applies to international students on Student Visas studying at CIT.

## Procedure

## 3.1 Enrolment to complete within the duration

International students on student visas must complete their course within the CRICOS registered duration.

| Step | Action | Responsibility |
| --- | --- | --- |
| 1 | An international student list, including all students expected to enrol in a semester is circulated via email on a fortnightly basis from:   * the start of term 4 for semester one of the following year, and * the start of term 2 for the semester two intake.   The email is sent to the Chief Executive Officer, Executive Directors, Executive Branch Managers, College Directors, Heads of Department, Pastoral Care Officers, Manager International Pastoral Care and Finance Business Partners advising of international students expected to enrol for each semester.  This list shows:   * course start date and course end date, which should be used to identify the study period for the student in the course * courses being studied in future semesters. | Senior Manager – International Services Unit (ISU) |
| 2 | Students enrol prior to the start of the semester using the enrolment timetable provided by the department.  *Note: with ISU and departmental approval some students can enrol after the start of semester and before the default date. This is assessed on a case-by-case basis.* | International Student |
| 3 | Pastoral Care Officer checks the student is enrolled correctly to allow completion of the current course within the duration specified on the international student lists using the following:   * my progress report * compliance request results * unofficial record of results. | Pastoral Care Officer (PCO) |
| 4 | Variations to the student’s duration may only occur when it is clear the student will not complete their course within the expected duration because of compassionate or compelling circumstances. This could include but is not limited to:   1. serious illness or injury, where a medical certificate states that the student was unable to attend classes 2. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided) 3. major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student’s studies 4. a traumatic experience which could include: 5. involvement in, or witnessing of a serious accident; or 6. witnessing or being the victim of a serious crime and this has impacted the student (these cases should be supported by police or psychologist reports) 7. where CIT was unable to offer a pre-requisite unit 8. inability to begin studying on the course commencement date due to delay in receiving a student visa 9. inability to study for a portion of a study period due to cultural reasons (e.g. arranged marriage) 10. CIT has implemented the intervention strategy described in the *Student Progression Procedure* 11. an approved deferral or suspension of study has been granted and meets the requirements of the *Course deferral, suspension and cancellation of studies procedure –* ISU will report changes to expected duration through PRISMS by issuing a new COE to the student and inform PCO 12. if the student has failed one or several units throughout the course but has not done so poorly as to be identified by the intervention strategy in the *Student Progression Procedure*. (In this case, the Department would document the findings of the monitoring process and the decision to extend the student’s duration of study, to complete the course).   Evidence of these circumstances must be provided. | ISU |
| 5 | When an extension of studies has been identified, International Student Advisors will contact the PCO to request:   * new study duration for current course * subjects in which the student needs to re-enrol.   This information is used to calculate part-time fees for the units/subjects the student will re-enrol in and to seek the approval for the extension of studies. | International Student Advisors, ISU |
| 6 | The new study duration and part-time fee calculations are emailed to the Assistant Manager, ISU, for approval. Once granted the approval is sent to the Admissions team for a new Letter of Offer (LOO) and Confirmation of Enrolment/s (COE/s) to be issued. | Assistant Manager, ISU |
| 7 | The Admissions team:   * issues a new LOO for the student * reports the student’s changes to study path to the Department of Education via PRISMS within 31 days of the commencement of the impacted study period * issues a new COE/s and Student Course Variations (SCV) * applies a hold to the students Banner account until receipt of a signed LOO * emails the new LOO, COE/s and SCV to the student from Studylink, * saves all documents in Studylink * reverses the student hold when the student returns the signed LOO. | Admissions team, ISU |
| 8 | The international student lists are updated. | Senior Manager, ISU |
| 9 | The International Services Unit’s Project and Administration Officer conducts a Student and Institute COE/default audit within the first week of every month to ensure PRISMS reporting is up to date for the previous month. The current enrolment data is compared with the current PRISMS data to ensure all reporting has been finalised. | Project and Administration Officer - ISU |

## 3.2 Online learning

CRICOS registered courses must not have more than one third of the course taught by distance and/or online learning.

| Step | Action | Responsibility |
| --- | --- | --- |
| 1 | The Head of Department will ensure students:   * do not undertake more than one third of the course by distance and/or online learning * are not enrolled exclusively in distance or online learning units in each study period - the only exception is if the student is enrolling in the final unit/subject of the course and it is only available online.   ISU must be notified via [ISAdvisors@cit.edu.au](mailto:ISAdvisors@cit.edu.au) when this occurs. | Head of Department |

## 3.3 Course Credit

If a student is granted credit for units/subjects in accordance with the CIT ***Credit Transfer Policy***, which leads to a time reduction of the student’s course duration, ISU must implement the following actions.

| Step | Action | | Responsibility |
| --- | --- | --- | --- |
| 1 | | If the credit is approved before the student visa is granted, indicate the revised course duration in the LOO and COE. | Admissions team, ISU |
| 2 | | If the credit is approved after the student visa is granted, issue an amended LOO with new duration and report the change of course duration to the Department of Education via PRISMS within 31 days. | Admissions team, ISU |
| 3 | | The student is advised of all course credit granted in a letter. A student hold is placed on the student’s Banner account until the signed letter is returned to the International Student Advisors. | International Student Advisors, ISU |
| 4 | | The student must sign the letter to accept the credit granted and return this letter by email to [ISAdvisors@cit.edu.au](mailto:ISAdvisors@cit.edu.au) or submit a paper copy of the signed letter at the International Services Office. | International Student |
| 5 | | The signed letter will be saved on the student’s file. The PCO is advised of the outcome if the course duration changes. | International Student Advisors, ISU |
| 6 | | If a student is not granted credit in accordance with the ***Credit Transfer Policy***, ISU must save evidence of the application and reasons for refusal on the student’s record. | International Student Advisors, ISU |
| 7 | | The International Services Unit’s Project and Administration Officer conducts a Student and Institute COE/default audit within the first week of every month to ensure PRISMS reporting is up to date for the previous month. The current enrolment data is compared with the current PRISMS data to ensure all reporting has been finalised. | Project and Administration Officer - ISU |

## 3.4 Monitoring Academic Progress

The academic progress requirements of the student visa are provided to each student as part of the application process. Students receive and sign the Visa Requirements – Academic form before finalising their application.

Students' academic progress is monitored throughout the semester/study period. When students do not pass more than 50% of the units/subjects in the study period, a formal intervention process will be implemented for the following study period.

If a student fails to pass more than 50% of their enrolled courses during a study period, they may be enrolled in two courses in the following semester. In all cases of re-enrolments, the student will be liable to pay tuition fees for the units/subjects studied in each course. Fees for units/subjects in both courses will be calculated on enrolment and the invoice will be emailed to the student.

## 3.4.1 Early intervention process

This process is implemented for students in every study period. Please read this process in conjunction with the CIT ***Student Progression Policy*** and ***Procedure***.

| Step | Action | | Responsibility |
| --- | --- | --- | --- |
| 1 | | The ***Student Progression Policy*** and ***Procedure*** is implemented to monitor students’ progress. A Student Progression and Completion Plan will be developed with the student if they do not meet policy requirements. This document will be shared with the Pastoral Care Officer. | Educators/Support Staff/Head of Department |
| 2 | | The Pastoral Care Officer will work with the International Student Advisor to identify students on Student Progression and Completion Plans and add them to the department's read-only 'student at risk list' on SharePoint, updating it as needed. | PCO |
| 3 | | Students with a Student Progression and Completion Plan will meet with an International Student Advisor to discuss visa implications and the intervention process. | International Student Advisors, ISU |
| 4 | | Quality Assurance: An email will be sent to PCOs on a monthly basis reminding of the ***Student Progression Policy*** and ***Procedure*** requirements.  At the end of each term, a review of a student’s attendance and progression will be completed to ensure students who meet the requirements for a Student Progression and Completion Plan have been identified on the ‘student at risk’ list.  Any students who meet the requirements and have not been identified on the ‘Student at Risk’ list will be referred to the Head of Department to ensure Student Progression and Completion Plans are created and additional support is provided to the student. | International Student Advisors |

## 3.4.2 Intervention process

This process is implemented for students who have not pass more than 50% of units/subjects in the previous study period.

|  |  |  |
| --- | --- | --- |
| 1 | Four weeks before semester commences:   * run the *International Student Grades* Report in ARGOS (the reporting system for CIT’s student management system – Banner) to identify students for intervention based on the results from the previous study period.   Two-three weeks before semester commences:   * analyse the data and follow up with the Departments on any additional information required   Week one of semester:   * email students to advise they have been identified for intervention * include the following Intervention documents in the email: * Intervention – strategy for Academic Success document * non-genuine student letter * study tips fact sheets * the appeals process.   Week two of semester:   * advise the Pastoral Care Officer of the students identified for Intervention, requesting that an academic plan be completed with each student before week 4 of Semester. | International Student Advisors, ISU |
| 2 | Between week two and four of semester:   * meet with the student to create a Student Progress and Completion Plan for the study period * provide a copy of the Student Progress and Completion Plan to the International Student Advisors for the student’s record. | Pastoral Care Officer |
| 3 | Week four of semester:   * meet with the student to sign the intervention documents and discuss any concerns the student has. | International Student Advisors, ISU |
| 4 | Week 4 or 5 of semester:   * email the signed documents to the student, College Director, Head of Department and Pastoral Care Officer including the Student Progress and Completion Plan provided by the Pastoral Care Office. | International Student Advisors, ISU |
| 5 | Week 10 of semester:   * email to request the Pastoral Care Office conduct a mid-semester review meeting with the student and send feedback regarding the student’s progress to the International Student Advisors. | International Student Advisors, ISU |
| 5 | Week 10 to 14 of semester:   * request academic progress information from each educator after the first term of the study period for the mid-semester review * meet with the student to provide the academic progress report.   Week 14 of semester:   * email the International Student Advisors a copy of the academic progress report and to advise the PCO has met with the student to discuss. | Pastoral Care Officer |
| 6 | Week 18 to 20 of semester:   * check all results to see if the student has successfully completed the intervention * advise the student of the intervention outcome * if the student is successful, they continue studies * if the student is not successful, follow the Letter of intent to non-compliance at step 3.6 in this procedure. | International Student Advisor, ISU |
| 7 | The student will only be given the opportunity to undertake the intervention process once during their study pathway. The study pathway includes all courses leading to the final qualification. For example, the study pathway for the Diploma of Hospitality Management through Culinary would be:   * Certificate III in Commercial Cookery * Certificate IV in Kitchen Management * Diploma of Hospitality Management.   The only exception would be if implementing an additional intervention is a condition of a successful appeal decision.  If the student has an unsuccessful study period after successfully completing an intervention, the student will be issued a letter of intent to non-compliance for being a non-genuine student (refer to ***International Students on Student Visas – Deferral, Suspension or Cancellation Procedure***). | International Student Advisor, ISU |

## 3.5 Monitoring Attendance

As a part of the enrolment process, each student receives and signs the Visa requirements – Attendance form. This document outlines the visa requirements for attendance. The student must sign and return this form for the application process to be completed.

## 3.5.1 English courses

International students on student visas studying English courses must attend 80% or more of their classes. Any absences for medical reasons where a medical certificate has been provided are included in this 80% requirement. This procedure shows how attendance is monitored and what action is taken if the student is at risk of breaching their student visa conditions.

| Step | Action | | Responsibility |
| --- | --- | --- | --- |
| 1 | | CIT Solutions Centre for Modern Language (CML) teachers record attendance in Banner daily. | CIT Solutions Centre for Modern Language (CML) teachers |
| 2 | | Run the International Attendance Breach Report on ARGOS for each English course every Friday for that week of study.  Check all students’ percentage rate for maximum possible attendance for the study period which is generated in the Banner Report. | International Student Advisors, ISU |
| 3 | | Provide written advice by email to students whose maximum attendance rates for the study period are 90% or below, stating that they are at risk of breaching their student visa conditions. The appeal information is provided to the student at this time. The emails are saved to the student’s record. | International Student Advisors, ISU |
| 4 | | Provide the Centre for Modern Languages Pastoral Care Officer (PCO) the lists of students who have been sent emails regarding attendance issues by midday, Tuesday. | International Student Advisors, ISU |
| 5 | | The Centre for Modern Languages PCO meets with the students on the list whose attendance has dropped to 85% or below to discuss attendance issues.  The CMD International Student Notification Form must be used as a record of the discussion. The CMD International Student Notification Form is stored at the Centre for Modern Languages and updated with additional details if further meetings with the student take place. | CIT Solutions Centre for Modern Language (CML) Pastoral Care Officer |
| 6 | | When the student is unable to meet the 80% attendance requirement for all subjects in a study period, CIT International requests the Centre for Modern Languages PCO provide the CMD International Student Notification Forms and medical certificates for the student. | International Student Advisors, ISU |

See the Letter of intent to non-compliance step at 3.6.

## 3.5.2 ACT Senior Secondary Certificate

International students on student visas studying the ACT Senior Secondary Certificate must attend 90% or more of their classes to comply with ACT Board of Secondary Studies Policy. All other international students on student visas must meet 80% attendance. Any absences for medical reasons where a medical certificate has been provided is included in this these requirements. This process shows how attendance is monitored and what action is taken if the student is at risk of breaching their student visa conditions.

| Step | Action | | Responsibility |
| --- | --- | --- | --- |
| 1 | | Record attendance electronically using the CIT-approved attendance record – Student Management System (SMS) Self-service Class Roster or eLearn. | Educator |
| 2 | | Review attendance records to monitor patterns of attendance against any course requirements. | Educator |
| 3 | | Where more than two consecutive absences for an entire session are recorded, or there are emerging patterns of late arrival/early departure, advise the Head of Department and Pastoral Care Officer of potential risk of non-completion at each team meeting (refer: ***Student Progression Policy.*** | Educator |
| 4 | | Where more than two consecutive absences for an entire session are recorded, contact the student by:   * phone using use number nominated in student information or CIT SMS -first, or * email from the educator’s CIT email address and TRIM message, and * follow-up with eLearn message. | Educator |
| 5 | | Inform students whose progression is being negatively affected by non-attendance that their non-attendance is noted. Confirm with the student the rules of the withdrawal and refund policy. Identify issues, discuss learning options and supports. Discuss next steps with Head of Department. | Educator |
| 6 | | Notify the International Student Advisors of the student at risk and forward roll books and records of any meeting held with the student. | Pastoral Care Officer |

See the Letter of intent to non-compliance step at 3.6.

## 3.6 Letter of intent to non-compliance process

This process is implemented as soon as practicable after the student has been identified as unsuccessful for their intervention or if the student has not met the attendance requirements depending on the course of study.

| Step | Action | | Responsibility |
| --- | --- | --- | --- |
| 1 | | Email the intervention outcome and a briefing paper of the student’s studies to the Senior Manager, ISU, for approval. | International Student Advisor, ISU |
| 2 | | Email the briefing paper requesting approval to issue a letter of intent to non-compliance to the General Manager, CIT Solutions | Senior Manager, ISU |
| 3 | | When approval is received, send the letter of intent to non-compliance to the student. This document advises the student of the process for internal appeal  *The international student is advised in the letter of intent to non-compliance that they have 20 working days to advise they wish to appeal the non-compliance decision.* | International Student Advisors, ISU |
| 4 | | If the international student does appeal the decision, please see the appeal process (3.7.1). | International Student |
| 5 | | If the international student does not appeal the decision:   * CIT International reports the reason for cancellation against the student’s Confirmation of enrolment for the Department of Education via PRISMS within 48 hours of the appeal request due date * the Student Course Variation is emailed to the student and the student does not continue studies at CIT – the student is advised to contact the Department of Home Affairs to discuss their visa status * CIT International advises the Pastoral Care Officer the student will not be returning to classes. | International Student Advisors, ISU |

## 3.7 Appeal process for unsatisfactory attendance or course progress

## 3.7.1 Internal Appeal

The student must receive the following information within 10 days of the request for an internal appeal has been received: appeal date, time, location and the panel members. The internal appeal panel will consist of the Student Experience Lead/Academic Registrar, the College Director for the course the student is studying and the Senior Manager, ISU. The appeal hearing will be held on the campus where the student studies.

| Step | Action | | Responsibility |
| --- | --- | --- | --- |
| 1 | | The student must request an internal appeal in writing. The request is to the CIT International Student Advisor and can be lodged at the International Office/s or via ISAdvisors@cit.edu.au. | International Student |
| 2 | | The student’s request and a briefing paper on the student’s academic performance/attendance is forwarded to the Student Experience Lead/ Academic Registrar for an appeal hearing to be set up with the International Student Advisors copied into the email. The student must be advised of the appeal details within 10 working days of the appeal request being received. | Senior Manager, ISU |
| 3 | | The Student Experience and Academic Registrar Lead arranges a time for the appeal. | Education Design and Delivery Lead |
| 4 | | The student is advised by email of the appeal hearing details and also advised they can bring a support person to the appeal hearing. | International Student Advisors, ISU |
| 5 | | A letter advising the outcome of the appeal is emailed to the student.   * If the student is successful, they can continue classes, or * if they are not successful, the student is advised they have the right to an external appeal. External appeal information will be forwarded to the student if required. | Senior Manager, ISU |
| 6 | | If the international student does not appeal the decision:   * CIT International reports the reason for cancellation against the student’s Confirmation of enrolment Department of Education via PRISMS within 48 hours of the appeal request due date. * The Student Course Variation is emailed to the student and the student does not continue studies at CIT. The student is advised to contact the Department of Home Affairs to discuss their visa status. * CIT International advises the Pastoral Care Officer the student will not be returning to classes. | International Student Advisors, ISU |

## 3.7.2 External Appeal

The external appeal process is available to students who have been issued a letter of intent to non-compliance for course progress or attendance prior to reporting on their confirmation of enrolment. The external appeal is conducted by the Commonwealth Ombudsman.

| Step | Action | | Responsibility |
| --- | --- | --- | --- |
| 1 | | The student requests the appeal with the Commonwealth Ombudsman within 20 days of receiving the information on how to apply for an external appeal. The student provides evidence of the lodgement of the request to the International Student Advisors | International Student |
| 2 | | The request for information is sent to CIT’s Audit, Risk and Corporate Governance branch for response. | Commonwealth Ombudsman |
| 3 | | The request for information is forwarded to the Senior Manager, ISU to compile the information requested by the Commonwealth Ombudsman. | Senior Manager, ISU / International Student Advisor, ISU |
| 4 | | The information requested is emailed to the Commonwealth Ombudsman. | CIT’s Audit, Risk and Corporate Governance branch |
| 5 | | The external appeal outcome is emailed to CIT’s Audit, Risk and Corporate Governance branch. | Commonwealth Ombudsman |
| 6 | | The student is advised of the outcome. | International Student Advisors, ISU |
| 7 | | The College is advised of the outcome. | International Student Advisors, ISU |
| 8 | | Any suggested improvements to CIT’s processes are incorporated. | Senior Manager, ISU |
|  | | A letter advising the outcome of the external appeal is emailed to the student.   * If the student is successful, they can continue classes, or * if they are not successful, CIT international reports against the student’s Confirmation of enrolment Department of Education via PRISMS within 48 hours of the decision. Email the student including:   + the student course variation   + a recommendation for the student to contact the Department of Home Affairs regarding their visa status. |  |

## 3.8 Welfare monitoring

The ***Student Progression Policy*** and ***Procedure*** covers student’s progress and welfare. This policy and procedure must be implemented for all students. Educators and support staff document instances where a student fails to meet the student progression policy and procedure by creating a Student Progression and Completion Plan. Please see below the process for welfare monitoring.

| Step | Action | | Responsibility |
| --- | --- | --- | --- |
| 1 | | If a student does not attend two consecutive classes (or two consecutive days for students studying English language courses) the educator contacts the student and make a note on their class roster. If they receive no response from the student, and the student then misses a third consecutive class, notify the PCO. | Educators/Support Staff |
| 2 | | The PCO will check other class rosters for attendances and then if they have not attended, they will contact the student to enquire if they are okay and to offer support services.  If the PCO is unable to contact the student and the student has not returned to the next scheduled class, the circumstances are recorded on the International Student Notification Form, including the last day in each class, and forwarded to CIT International via the ISAdvisors@cit.edu.au email address. | Pastoral Care Officer |
| 3 | | An International Student Advisor will contact the student by email and phone. If they are unable to contact the student directly, they leave a message requesting the student contact CIT International within two working days.  The International Student Advisor will start a timeline of actions for the student’s case.  The International Student Advisor will advise the Senior Manager, ISU, of the progress of the case. | International Student Advisors, ISU |
| 4 | | If the student responds to the email or phone message, they are asked to meet with the International Student Advisor within two working days. At the meeting, the International Student Advisor will discuss the attendance issues with the student and refer the student for any additional student support if required.  *OR*  If the student does not respond to the email or phone message the International Student Advisor will email and/or phone the following contacts to try to locate the student and request the student contact the International Student Advisor within the next 24 hours:   1. student’s emergency contact person 2. student’s Education Agent 3. student’s family member 4. a friend from class if identified by the PCO. | International Student Advisors, ISU |
| 5 | | If the student does not contact CIT International, the International Student Advisor and a support person from CIT International will go to the student’s address to try to locate the student. If the student is not at home a letter is left at the address advising that the student will be reported to the Australian Federal Police as a missing person if they do not contact the International Student Advisor within a 24-hour period. | Senior Manager, ISU / International Student Advisor, ISU |
| 6 | | If the student does not respond, the International Student Advisor will request approval via a minute to the General Manager, CIT Solutions, to report the student as a missing person with the Australian Federal Police. This request will include approval to access the student’s photo which has been taken for their CIT Card. | Senior Manager, ISU / International Student Advisor, ISU |
| 7 | | The General Manager, CIT Solutions will contact the Executive Director, Education Futures and Students, to seek permission to report the student as a missing person with the Australian Federal Police including the approval to access the student’s CIT card photo. | General Manager, CIT Solutions |
| 8 | | When approval has been given, the following information must be provided to the Australian Federal Police when the report is made:   * student’s name and address * student’s education agents, parents and friends contact details if available * student’s emergency contact details * the last day the student was in class * a timeline of all tasks completed by the International Student Advisor. | Senior Manager, ISU / International Student Advisor, ISU |
| 9 | | CIT International must report against the student’s COE to advise that the student has ‘notified cessation of studies’ by not attending classes within 48 hours of reporting the student to the Australian Federal Police. Details of action taken should be included in the comments section. | Senior Manager, ISU / International Student Advisor, ISU |
| 10 | | When/if the student is located, the student is requested to attend a meeting with the International Student Advisor. If the student is returning to studies, they will be placed on the ‘Student at Risk’ list for further monitoring by PCO and CIT International. | Senior Manager, ISU / International Student Advisor, ISU |

## 4. Documentation

## 4.1 Related Legislation/Regulation

* *CIT Act 1987*
* *Education Services for Overseas Students (ESOS) Act 2000*
* *National Code of Practice for Providers of Education and Training to Overseas Students 2018*
* [*Human Rights Act 2004*](https://www.legislation.act.gov.au/a/2004-5)
* [*Australian Standard Classification of Education (ASCED) 2001*](https://www.abs.gov.au/ausstats/ABS@.nsf/0/978AE3662A869350CA256AAF001FCA59?opendocument)

## 4.2 Related Policy and Procedures

* *International students on student visas Policy*
* *International students on student visas – Course suspension, deferral and cancellation procedure*
* *International students on student visas – Transfers between registered provider procedure*
* *CIT Admissions and Enrolment Policy and Procedure*
* *Fees and Refunds Policy*
* *Student and Community Members Complaint Policy*
* *Managing Third party Arrangements Policy and Procedure*
* *Academic Integrity and Misconduct Policy*
* *Assessment Policy*
* *Student conduct Policy*
* *Student Support Policy*

## 4.3 Related Documents

* *Visa Requirements – Academic progress form*
* *Visa Requirements – Attendance form*
* *Student Progression and Completion Plan*
* *CML International student notification form – English studies*
* *Student Support Guides on SIS (internal access only)*
* *International Student Gide Teacher (internal access only)*
* *International Student Guide ELC and Year 12 Pastoral Care Officer (internal access only)*
* *International Students Guide ELC and Year 12 Teacher (internal access only)*
* *International Students Guide Pastoral Care Officer Mainstream Courses (internal access only)*
* *International Students Guide Head of Department (internal access only)*
* *International Students Guide College Director (internal access only)*

## 5. Definitions

All terminology used in this procedure is consistent with definitions in the CIT Definition of Terms. The following definitions are provided in the context of this policy.

|  |  |
| --- | --- |
| **CRICOS registered course** | A course registered on the Commonwealth Register of Institutions and Courses for Overseas Students**.** |
| **Course Reference Number (CRN)** | A CRN is the Banner identifier for a particular class for a subject. |
| **Education Agent Partner** | CIT’s Education Agent Partners are contracted by CIT Solutions to provide information to potential students about Studies in Australia, Canberra and CIT as well as CIT course information. CIT’s Education Agent Partners assist international students with their application process to study at CIT. |
| **International Student** | An international student is:   * a person on a diplomatic visa. * a person studying in Australia on a student visa * a person whose visa is included in the non-eligible visas list as maintained by Skills Canberra at <https://www.act.gov.au/skills/students/australianapprenticeships/eligible-visa-holders>. |

## 6. Policy Contact Officer

For more information about this procedure contact Senior Manager, International Services Unit.

Contact CIT Student Services on (02) 6207 3188 or email infoline@cit.edu.au.

## 7. Version Control

|  |  |  |  |
| --- | --- | --- | --- |
| Item | Summary of Update | Version | Review Date |
| 1 | Original Document | 1.0 |  |
| 2 | Updated February 2025 | 2.0 | 4 February 2025 |

## 8. Appendices

Nil