CoE Extension FAQs:

1. **Why do I need a CoE Extension?**

   You need a CoE extension as it appears your CoE is expiring soon or has expired due to:
   - Failed multiple subjects
   - Study underload (minimum 1 EFTSL per academic year)
   - Delay in nursing placement (Nursing students only)

   International students on a student visa require a CoE to study onshore in Australia.

   If you believe you do not require a CoE extension, please provide us with a reason in writing.
   - If there is a change in your visa status (e.g. you have been granted a Permanent Residency), please send us a copy of the Immigration Grant Notification so we can update your account accordingly.
   - If you decide to study offshore, please submit a Course Transfer Form along with your flight itinerary.

2. **How can I apply for CoE Extension?**

   - Reach out to one of your success coaches to discuss about your study plan
   - Contact one of your Student Services Team to initiate your Application for CoE Extension.
   - Provide all the relevant documents along with an Application Form
   - Submit 4 weeks prior to your visa lodgement
   - Allow at least 10 working days for your application to be processed
   - You will be notified the outcome of the application
   - If approved, your extended CoE will be sent to you.

3. **What happens if my CoE expires?**

   - You are required to complete your course within the expected duration. If your CoE expires before you complete your course, your student visa is at risk of being cancelled because you have no valid CoE.
   - If your CoE is expiring or has expired, please apply for a CoE extension. (Refer to Q2)

4. **What are the documents do I need to provide for CoE Extension?**

   - Application Form or formal request in writing
   - Copy of your passport
   - Copy of Immigration Grant Notification
   - Supporting documents (Compulsory)
     - **Compassionate and compelling circumstance:** it is compulsory for you to provide concrete evidence to why you are unable to enrol full-time. For example, Health issue – medical certificate specifying that it has affected you the last few trimesters.
     - **Implemented intervention strategy:** you are required to provide evidence that you have discussed with the success coach or program director regarding your study load. They recommended and approved for you to reduce your study load.
5. **Is it guaranteed that my CoE Extension can be approved?**

No, the University is only permitted to extend the course duration where it is clear that you will not complete the course within the expected duration, as specified on your CoE, as a result of:

→ **Compassionate or compelling circumstances**: we require evidence to what has affected your study. For example:
  
  o Serious illness or injury
  o Bereavement of close family members such as parents or grandparents
  o A traumatic experience which could include: involvement in, or witnessing of a serious accident, or witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologist’s report)
  o Major political upheaval or natural disaster in the home country that require emergency travel and this has impacted on the student’s studies

→ **An implemented intervention strategy for students who are at risk of unsatisfactory academic progress**: we require evidence of:
  
  o Approved reduced study load
  o Discussion with your program director or success coach on how to get back on track if you failed some subjects.

  *If you do not have any evidence on that, please reach out to your program director or success coach and ask them if they can provide assistance with the confirmation.*

→ **An approved deferral or suspension of the overseas student’s enrolment**

**Note:** International students are required to complete their course within the expected duration. The University is not permitted to issue a CoE to enable the student to extend their visa unless in the case of one of the above exceptions

6. **Once I received an extended CoE, what do I need to do?**

→ You must contact Immigration to seek advice on any potential impacts on your visa, including the need to obtain a new visa.
→ Submit visa application

7. **What are the options if my CoE Extension request gets rejected?**

If your CoE extension request gets rejected, you have the option to:

→ Submit a formal complaint within 20 working days from the outcome
→ Complete your study Offshore
→ Withdraw from the course
8. If I am not holding a student visa anymore, what do I need to do?

→ You need to notify us and provide us with a copy of Immigration Grant Notification
→ If you were granted permanent residency, please inform us as soon as possible as you are eligible to domestic fees. Please refer to Student Fees Policy for more information.

9. If I decide to complete my study offshore, what do I need to do?

→ If you decide to study offshore, please submit a Course Transfer Form to Student Services team.
→ Please provide a copy of your flight itinerary with your application
→ Once your application is approved, your CoE will be updated accordingly and you must contact DHA to seek advice on any potential impacts on your visa

10. Do I still need an extended CoE even if my student visa is valid and I have not completed my course?

YES:
→ You are required to have a valid CoE as an international student.
→ That CoE needs to be updated and correctly reflect your current enrolment especially if you have another course that is about to commence with us.
   For example:
   • You have a conditional offer for Bachelor degree with us whereby you are required to successfully complete our Diploma degree.
   • You fail one subject in your last trimester for your Diploma and require an extension.
   • Therefore, you need to apply an extension for Diploma and defer commencement for your Bachelor.
→ You can only apply for CoE extension after you last trimester results have been released.

11. Do I still need an extended CoE even if my student visa is valid and I have completed my course and I am still waiting for my result and graduation?

No - Your CoE only covers your course duration, but not for results to be released and graduation. Your visa should allow you sufficient time to stay in Australia after you finish your course.

12. I have completed my last trimester but I failed my subjects. What should I do?

If you have failed subjects in your last trimester, you are required to have a discussion with your success coach or program director about an intervention strategy on how to get back on track immediately after the result has been released. Once an intervention strategy is put in place, you can submit a CoE extension request along with a confirmation email from success coach or program director detailing the strategy in place.

13. I am not in my last trimester but I failed my subjects. What should I do?

If you have failed subjects and you have few more trimesters to go, you are required to have a discussion with your success coach or program director to implement an intervention strategy and submit on how to get back on track. However, you are not required to submit a CoE Extension request. If you submit the application, it will be rejected. The acceptable time to submit a CoE Extension request is after the main results released date of your last trimester.
14. I have not enrolled full-time for the last few trimesters and, therefore, I am unable to complete the course within CoE duration, what should I do?

If I have not enrolled full-time for the last few trimesters and this causes you not to complete the course within CoE duration, you can apply for a CoE Extension. However, it is not guaranteed that you will be granted the extension. The chance of being granted with extension depend on evidence provided.

15. I have a pending CoE extension request and I also received an Intention to Report (ITR) due to non-re-enrolment/non-payment of fees/unsatisfactory academic progression. What should I do?

Your application for CoE extension and ITR will be treated separately.

In accordance with the Student Complaints Policy and Formal Complaints, you have twenty (20) working days from receipt of ITR notification to submit a Formal Complaint Form. If the formal complaint for the ITR is rejected, you have 20 working days to submit an appeal against formal complaint outcome.

Whilst the complaint process in undertaken students will be provided with a CoE Extension for the time of the appeals process and considerations. A separate Academic Process will need to be raised to appropriately record the administration of the CoE Extension.

In the meantime, you must provide solid evidence to why you have been unable to enrol full-time/fail subjects when you lodge your CoE extension request. Please be advised that, even CoE extension has been approved, the extended CoE is still subject to be cancelled if your formal complaint and appeal against the ITR is unsuccessful.

16. If the student receives scholarship and their CoE extension has been approved, will this be automatically extended?

No, The student must contact Student Finance and apply for a scholarship extension. The scholarship will only be extended with the approval from the GM.

According the scholarship terms and conditions, to maintain their scholarship for the duration of their course, International students are required to maintain a full-time study load over a 12-month period until completion. If they did not maintain a full-time study load until completion, their scholarship will not be automatically extended. For more information, visit https://www.torrens.edu.au/apply-online/scholarships/international-scholarships

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