### 1. Policy Statement

SAE Institute Pty Ltd trading as SAE Institute and Qantm College (“The Institutions”) recognises that there exist special requirements for international students and the Institutions must comply with these as part of State and Federal regulation.

### 2. Purpose

The international student policy outlines the provisions for international students that are enrolled or intending to enrol with the Institutions, and adheres to the Education Services for Overseas Students (ESOS) Act 2000, Education Services for Overseas Students (ESOS) Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (The National Code).

### 3. Scope

This policy applies in the context of SAE Institute Pty Ltd operations in Australia and its approved offshore delivery sites, and is applicable to international students enrolled with, or intending to enrol with SAE Institute or Qantm College.

Procedures for SAE campuses internationally may vary in compliance with statutory requirements in other countries of operation. International students registered with SAE Institute Pty Ltd who transfer their studies to a campus outside Australia, will have their registration with SAE Institute in Australia terminated and are required to adhere to the guidelines, policies and procedures of the legal entity to whom they have transferred their registration. This policy is applicable to all international students or prospective international students of The Institutions, irrespective of their place of residence, campus or mode of study.

### 4. Associated Policies and Procedures

This policy should be read in conjunction with the following policies and procedures:
- Student Selection and Admission Policy
- Credit RPL and Transfer Policy
- Student Progression, Exclusion, Graduation and Transfer Policy
- Student Grievance, Complaints and Appeals Policy
- Student Discipline Rule
- Code of Conduct

### 5. Associated Documents

This policy should be read in conjunction with the following documentation:
- International Students Supplementary Handbook
- Education Services for Overseas Students (ESOS) Act 2000
- Education Services for Overseas Students (ESOS) Regulations 2001
- National Code of Practice for Registration Authorities and Providers
of Education and Training to Overseas Students 2007 (The National Code)
6. Policy

6.1 International Student Selection and Admissions

Prior to Enrolment

Prior to enrolling international students, the Institutions must ensure that applicants have received:

6.1.1 A general description of course content;
6.1.2 The name and level of the qualification gained;
6.1.3 The course duration;
6.1.4 A description of teaching and assessment methods;
6.1.5 Information, where applicable, on collaborative arrangements for education provision with other organisations;
6.1.6 An overview of Institute facilities, equipment and learning resources;
6.1.7 A schedule showing all fees payable;
6.1.8 Information on the minimum level of English proficiency for students;
6.1.9 Information on the living environment, the Institute location and indicative costs of living;
6.1.10 Notification that international students will have to pay full school fees for any school-age dependents travelling with them to Australia.

Processing applications from international students

In processing applications from international students the Institutions will:

6.1.11 Ensure that all foreign nationals applying to study at the Institutions are informed of the requirements for study in Australia or directed to the appropriate information sources;
6.1.12 Allow access to full-time study only;
6.1.13 Ensure that applicants meet the minimum stated requirements for English proficiency;
6.1.14 Require:
   ▪ An enrolment form completed and signed by the applicant;
   ▪ A certified and valid copy of the applicants passport identifying the passport number, full name, date of birth, country of birth and nationality;
   ▪ Academic results/High School or Higher Education Certificate or other qualifications acceptable and relevant to the application;
      ▪ A passport-size photograph of the applicant;
   ▪ Evidence of Overseas Health Cover for the entire period of study or provision of funds to the Institutions to purchase OSHC on behalf of the student for the entire period of study;
6.1.15 Ensure that applicants supply certified true copies of all
supporting documentation and that admission officers conduct authenticity checks on the supplied documents;

6.1.16 Verify that academic credentials of international applicants are matched against the Australian Qualifications Framework (AQF) using the online Country Education Profiles (CEP) provided by Australian Education International National Office of Overseas Skills Recognition (AEI-NOOSR). This online set of publications describes the educational systems of over 100 countries and provides well researched guidelines for comparability of overseas qualifications to the AQF;

6.1.17 Issue successful applicants with an electronic confirmation of enrolment (eCoE) utilising the services provided by the Commonwealth Department of Education, Employment and Workplace Relations (DEEWR) PRISMS web site;

6.1.18 Not accept students who are not in possession of an appropriate student visa and/or who have not honoured their obligations under Australian immigration law;

6.1.19 Where applicable, adhere to procedures outlined under the Institutions Credit and RPL Policy;

6.1.20 Not accept payment from a prospective student without having first issued that student with a written Letter of Offer (Registration Agreement), which must be signed and returned by the student in acceptance of the place.

**Reporting to DEEWR through PRISMS**

The Institutions will report to DEEWR through PRISMS, circumstances where, once a student has been accepted for a course of study and been granted a visa for such purposes, he or she:

- Fails, for whatever reason, to commence the course;
- Cancels or defers study;
- Changes their course or its duration;
- Fails to meet the minimum academic performance requirements of their visa.

In the event that any of these notices are given, the Institutions expect to receive from PRISMS, a ‘non compliance notice’ that it will, in turn, forward to the student.

**6.2 International Students Seeking To Transfer From The Institution To Another Registered Provider**

The following procedure applies to international students wishing to transfer from The Institutions to another registered provider within 6
months of commencement of their principal course of study:

6.2.1 The International student will present, in person, to campus administration and advise that they wish to transfer from The Institutions to another registered provider.

6.2.2 Administration will provide the international student with an Application for Cessation of Studies form and make an appointment for them to meet with the Campus Academic Coordinator for an exit interview. The student also needs to provide an original copy of a valid enrolment offer from the registered provider to which the student wishes to transfer. During the exit interview the Campus Academic Coordinator will discuss the reasons for the student wishing to transfer to another registered provider.

6.2.3 Following the exit interview the Campus Academic Coordinator will make an assessment of the student’s request for a transfer to another registered provider taking into account the factors mentioned above and come to a decision on whether to provide the student with a letter of release.

6.2.4 If the Campus Academic Coordinator agrees to the student’s request for a transfer to another registered provider they will authorise the duly completed Application for Transfer form and pass to Administration.

6.2.5 Administration will check the financial status of the student to determine if there are fees owing or if the student is entitled to a refund. Administration will also check to see if there are any library books or other items on loan to the student and make arrangements for their return. Administration will report this to the Campus Manager.

6.2.6 The Campus Manager action the following tasks:

- Assessment of the Application for Cessation of Studies and authorisation of the transfer and any refund due.
- Preparation of an Academic Transcript for the transferring student, if applicable;
- Update of the student’s record on the student database;
- Advising the Campus Academic Coordinator that the student has withdrawn from the course so that the course records can be updated;
- Request via an e-mail to administration staff that student’s network and e-mail accounts be deactivated;
- Inform the Library staff that the student has withdrawn and to cancel the student borrowing rights.

6.2.7 Administration will advise the student if there are any fees owing and discuss how payment will be settled or, if a refund is due, how much will be refunded and when. Administration will advise the student in writing within 5 working days that a letter of release is available from campus administration. The letter of release will be provided to the student at no charge and will advise the student of the need to contact DIAC to seek advice on whether a new visa is required.

6.2.8 The student must return their student ID card, or any other campus property to Administration (and, if applicable, pay any outstanding fees or return any library books or equipment) before receiving the letter of release.

6.2.9 If the Campus Academic Coordinator denies the student’s request for a transfer to another registered provider, the student will be provided with reasons for refusing the request in writing within 5 working days and will be informed of their right to appeal the decision through the Institution’s grievance handling procedures.

6.2.10 The Application for Cessation of Studies form, a copy of the letter of offer from the other registered provider, a copy of the written advice to the student of the decision and, if granted, a copy of the letter of release will be placed on the student’s file.

6.2.11 The Campus Manager will ensure that DEEWR/DIAC will be notified through PRISMS that the student has transferred to another registered provider.

Note that letters of release will always be provided when, or if:

- The Institution’s registration or accreditation has been revoked;
- Sanctions imposed on the Institution by the government prevent the student from continuing in the course;
- A government sponsor deems that the transfer is in the best interest of the student.
6.3 International Students Seeking to Transfer to The Institutions From Another Registered Provider

Where an international student seeks to transfer from another registered provider the following procedure will apply:

6.3.1 The Institution receives an application from a student who is on-shore and is currently undertaking study at another registered provider. An initial response to the student acknowledging receipt of the request to transfer will be made in writing within 5 days of receiving the request.

6.3.2 Utilising information from the student’s passport, including their study visa and the date the student arrived in Australia, The Institution will determine if the student has completed 6 months of their principal course of study with the other registered provider.
   - If the student has completed 6 months study in their principal course of study, the application process proceeds as for all other on-shore international student applications and the student will receive notification in writing about the outcome of the request to transfer to the Institutions.
   - If the student has not completed 6 months study in their principal course of study they are required to provide:

1. A letter of release from the registered provider with whom they are currently studying (the Institutions will provide the student with a “conditional” letter of offer which clearly states that an offer of a place is contingent on their obtaining a letter of release from the registered provider that they are currently studying with);
2. A letter of support from a government sponsor stating that they agree to the change which will stand in lieu of a letter of release;
3. Evidence of the closure, removal of course or government imposed sanction from their current registered provider that precludes the student from continuing their studies.

6.3.3 Once a letter of release is received the application proceeds as for all other on-shore international student applications.

6.3.4 If the student does not provide a letter of release, the application process will be put on hold and the student informed that they are unable to transfer at this time. The
student will be invited to re-activate their application when they have completed 6 months in their principal course of study.

6.4 Course Progression and Exclusion for International Students

6.4.1 If an international student continues to fail to meet the course progress, enrolment, conduct or any other policy requirements, the Institutions may take action to exclude the student.

6.4.2 If The Institutions decide to exclude the student, the student will be advised in writing of the intent to exclude if they do not submit an appeal within 20 days.

6.4.3 If the student chooses to appeal this decision this will be processed according to the appeals procedure.

6.4.4 If the student does not choose to appeal this decision or if the appeal is denied the exclusion will be processed and they will be reported to the secretary of DEEWR through PRISMS. The student will be provided with a copy of the Section 20 notice generated by PRISMS.

Note: The student’s enrolment will be maintained until all appeals processed have been exhausted.

6.5 International Students deemed “at risk”

The Institutions have systematic approaches for ensuring international student progression is routinely monitored and reviewed throughout a course of study. These processes include but are not limited to lecturers monitoring student performance during lectures and tutorials, routine attendance audits and end of trimester examiners committees that review student grade outcomes and progression issues for international students that have not met course progression requirements.

Once identified, an international student deemed to be “at risk” will receive notification immediately and will be required to attend a progression meeting. The student’s individual needs will be assessed and an intervention plan will be developed in consultation with between the Campus Academic Coordinator and the student.
The Campus Academic Coordinator will arrange a meeting with all international students who are deemed to be “at risk”, where they will be provided with academic guidance. During the meeting session the student will also be advised of the possibility that conditions may be placed on their enrolment (Conditional Enrolment / Academic Probation) and that continued unsatisfactory course progress could lead to their enrolment being terminated, resulting in a report to DIAC which may further result in the cancellation of their student visa.

See the Student At Risk procedure for more details regarding the monitoring and recording of students at risk as well as the support and intervention strategies that are made available to students at risk.

6.6 Academic Probation

The Campus Academic Coordinator may place an international student that fails to meet course progress requirements under Academic Probation. The students will need to attend a meeting to discuss their course progress and they will be informed in writing when they are placed on academic probation.

While on academic probation a student is required to meet all conditions of probation as outlined in the written notification, which may include but is not limited to;

- Maintaining course attendance requirements of at least 80% of the scheduled course contact hours,
- Attending regular meeting with an academic supervisor or student support advisor,
- Successful completion of coursework,

The probationary period must be clearly stipulated in the written notification, but shall normally not be more that two consecutive trimesters of study. Where a study satisfies all conditions of probation they will be advised in writing when the probation is revoked.

Where a students fails to meet conditions of academic probation they may be excluded from the Institutions.

6.7 International Students Who Continue to Fail to Meet Course Progress Requirements

If an international student continues to fail to meet the course progress requirements after additional support has been provided, the Campus
Academic Coordinator will request that the student provide a written statement within 20 working days outlining reasons why they should be permitted to continue their enrolment in the course.

The Campus Academic Coordinator shall consider the written statement and may:

- Terminate the student’s enrolment; or
- Permit the student to continue without conditions; or
- Permit the student to continue the course under academic probation with specific conditions.

The Campus Academic Coordinator will provide a written statement to the student within 20 working days outlining their decision. A student who is permitted to continue their enrolment in the course, but with conditions imposed, who again fails to meet course progress requirements or breaches the conditions imposed, will not be permitted to continue the course.

A student who is not permitted to continue the course, or who does not submit a written statement by the due date, shall be advised in writing of the intention to terminate their enrolment and to report them to DIAC. The student will also be advised that they have a right to appeal the decision within 20 working days. During the period for lodging an appeal and, if the student lodges an appeal, during the period the appeal is being considered, the student has a right to continue their studies in the course.

After all grievance and appeals processes are finalised, and should the outcome of the appeals process be unsuccessful, the student’s enrolment will be formally terminated and the student will be reported to DEEWR via PRISMS. The student will be provided with a copy of the Section 20 notice generated by PRISMS.

**6.8 Monitoring Attendance of International Students**

It is the responsibility of all international students to ensure that their attendance for each scheduled session has been recorded by their teacher.

**Setting attendance expectations**

Teachers are required to:

- Keep a class roll as a record of student attendance for each...
course they teach.

- Explain to students at the first class for each course that:
  - All students who are enrolled at The Institutions are required to attend their classes whenever instruction is provided, and
  - Late arrival and/or early departure from class are not acceptable and may be recorded as absences.
- Manage student lateness, leaving class early or non-attendance particularly in regard to causing disruptions and affecting the progress of other students.

Students arriving late:

- Have a responsibility to arrive for class without causing a disruption,
- Must observe any class activities in progress if it is difficult to participate in them

Monitoring non-attendance:

- A roll will be taken by the teacher for each scheduled session.
- International student absences will be monitored by the lecturers and unit/course coordinators each week.
- Where a student is absent for more than a week without notice, the student will be contacted via email and/or telephone so that an explanation for absence can be attained.
- Where repeated absences place the international study at risk of not meeting minimum attendance requirements they will be issued a written warning and a follow up meeting will be requested so that the course progress can be reviewed, and if necessary a study plan can be implemented.

Once a student’s attendance falls below 80% (unexplained absences), an Administration Officer of The Institutions will report those absences to DIAC (via PRISMS). Advice will be sent to the student of the report made.

It is the responsibility of the student to complete a Special Consideration Form if they believe their absence deserves special consideration.

If a response is not received from the student, or if explanation from the student is unsatisfactory, the student may be excluded.
6.9 Student Initiated Deferment and Voluntary Suspension of Studies

The following procedure applies to international students applying for a deferment of commencement of study:

6.9.1 International students who wish to defer the commencement date of their course must advise the Campus Manager at the campus at which they are enrolled in writing of their request. The Campus Manager will provide the student with a Deferment or Suspension of Study application form that must be returned accompanied by documentation clearly demonstrating the compassionate or compelling reasons why the deferment should be granted.

6.9.2 In the event that the request for deferment of studies demonstrates compassionate and compelling circumstances (as outlined above) the Campus Manager will approve the application and advise the student in writing of the decision within 5 working days.

6.9.3 The Campus Manager will direct Student Administration to access PRISMS to input a deferment or suspension of study change.

6.9.4 If the request for deferment of commencement of study does not meet the requirements for compassionate and compelling circumstances (as outlined above) the Campus Manager will not approve the application and will advise the student in writing within 5 working days of the reason for the decision and that the student has 20 working days to appeal the decision through the Institute’s grievance handling procedures.

6.9.5 If the student chooses to access the Institutions’ grievance process, The Institutions will maintain the student’s enrolment until the grievance process is completed (and will not notify DEEWR/DIAC of any change to the student’s enrolment status through PRISMS).

6.9.6 The request for deferment of commencement of study, any accompanying evidence and a copy of the written advice to the student of the decision will be placed on the student’s file.
The following procedure applies to international students requesting a voluntary suspension of their study:

6.9.7 International students who wish to suspend their studies will attend The Institution’s campus administration in person and advise that they wish to apply for a voluntary suspension of their studies. The Campus Manager will provide the student with a *Deferment or Suspension of Study* application form and make an appointment for the student to meet with the Campus Academic Coordinator to discuss their request. The Campus Manager will notify the student if there are any fees owing and discuss how payment will be settled. The Campus Manager will also check to see if there are any library books or other items on loan to the student and make arrangements for their return.

6.9.8 In the event that the request for suspension of studies demonstrates compassionate and compelling circumstances (as outlined above) the Campus Academic Coordinator will approve the application and return it to the Campus Manager who will advise the student in writing of the decision within 5 working days.

6.9.9 The Campus Manager will direct Student Administration access PRISMS to input a deferment or suspension of study change.

6.9.10 The Campus Manager will ensure that the following tasks are undertaken:
- The student’s financial records are adjusted to take account of the period of deferment;
- Email the relevant Campus Academic Coordinator to advise them that the student has suspended their studies so that course rolls and records can be updated;
- Email administration staff to request that the student’s network account be suspended until they return from deferment or voluntary suspension of study;
- Email the Library to suspend the student’s borrowing rights until the student recommences their studies;
- Make a diary entry to set a reminder for when the student is due back.

**Note:**
If the request for suspension of studies does not demonstrate
compassionate and compelling circumstances (as outlined above) the Campus Academic Coordinator will not approve the application. The Campus Manager will advise the student in writing within 5 working days of the reason for the decision and that the student has 20 working days to appeal the decision through the Institute’s grievance handling procedures.

If the student chooses to access the Institute’s grievance process, The Institutions will maintain the student’s enrolment until the grievance process is completed (and will not notify DEEWR/DIAC of any change to the student’s enrolment status through PRISMS).

The *Deferment or Suspension of Study* form, any accompanying evidence and a copy of the written advice to the student of the decision will be placed on the student’s file.

6.10 **Institution Initiated Suspension or Cancellation of Enrolment**

The following procedure relates to processing an Institution initiated suspension or cancellation of enrolment:

- The Campus Manager will present to the National Academic Coordinator their intention to suspend a student’s studies for misconduct together with supporting evidence;
- The National Academic Coordinator will consider the request to suspend the student’s studies, and supporting evidence, and advise the Campus Manager of their decision.

In the event that the National Academic Coordinator approves the request to suspend a student’s studies, the Campus Manager will send the student a *Notice to Suspend Studies* letter which will inform the student of their intention to suspend or cancel the student’s enrolment, the reasons for the decision, the intention to notify DEEWR/DIAC of the change in enrolment status, and advice to the student that if they wish to appeal the decision, they have 20 working days to access Institution’s grievance handling procedure.

A copy of the Campus Manager’s request and supporting evidence, the National Academic Coordinator’s documented decision and a copy of the Notice to Suspend Studies letter is placed on the student’s file.

If the student chooses to access the grievance procedure, The Institution will maintain the student’s enrolment until the grievance process is
completed (and will not notify DEEWR/DIAC of any change to the student’s enrolment status through PRISMS) except in extenuating circumstances relating to the welfare of the student.

Extenuating circumstances relating to the welfare of the student may include, but are not limited to, the following. The student:

- Is missing;
- Has medical concerns, severe depression or psychological issues which lead SAE Institute to fear for the student’s wellbeing;
- Has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others; or
- Is at risk of committing a criminal offence.

Under these circumstances The National Code does not require The Institution to continue providing learning opportunities throughout the 20 working days allowed to appeal the decision and the grievance process. Based on the nature of the misconduct, The Institution will decide, on a case by case basis, whether to allow the student to continue to attend class, or make alternative study arrangements for the student, or to deny the student access to study opportunities. In making such a decision the Campus Manager will consider whether denying the student learning opportunities throughout the 20 day appeal period and grievance process may disadvantage the student in their subsequent studies should the grievance process find in their favour.

If the student chooses not to appeal the suspension of study, or has unsuccessfully exhausted all appeal processes the suspension of study will be formally processed and the Campus Manager will direct Student Administration to access PRISMS to input a suspension of studies change.

**Note:** The Institution does not have to wait for the outcome of an external appeal before notifying DEEWR/DIAC of the change to the student’s study status.

The Campus Manager will ensure that the following tasks are undertaken:

- The student’s financial records are adjusted to take account of the period of suspension or cancellation of enrolment, if applicable;
- Email the relevant Campus Academic Coordinator to advise them that the student has been suspended or their enrolment cancelled so that course rolls and records can be updated;
- Email administration staff to request that the student’s network account be suspended;
- Email the Library to suspend the student’s borrowing rights;
- Make a diary entry to set a reminder for when the student is due back, if applicable.

Note: If the Institution notifies DEEWR/DIAC through PRISMS that a student’s studies have been suspended for a significant period, the student must return to their home country unless special circumstances exist (for example, the student is medically unfit to travel). While the Institution determines the studying status of the student, it is DIAC who decides whether the student may remain in Australia or must return home. DIAC policy is that if a student’s studies are suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist).

### 7. Records

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>13 July 2007</td>
<td>Policy implemented (Approved academic board)</td>
</tr>
<tr>
<td>9 September 2009</td>
<td>Policy amendment (Approved by chair academic board)</td>
</tr>
<tr>
<td>22 February 2011</td>
<td>Policy approved (by the CEO &amp; Managing Director)</td>
</tr>
<tr>
<td>28 February 2011</td>
<td>Policy approved (by the CEO &amp; Managing Director)</td>
</tr>
<tr>
<td>1 July 2013</td>
<td>Policy to be reviewed</td>
</tr>
</tbody>
</table>

Authorising Officer: Prof. Z. Klich  
Review Date: 1 July 2013  
Approval Date: 28 February 2011