

STUDENT STUDY LOAD PROCEDURE

Approving authority	Executive Management Team
Purpose	This procedure outlines processes for monitoring, managing and reporting on student study load, duration, and completion.
Responsible Officer	Academic Leadership Team (Academic Dean and/or Head of Academic Programs)
Next scheduled review	April 2031
Document Location	http://www.ozford.edu.au/higher-education/policies-and-procedures/
Associated documents	Admissions Policy and Procedure Academic Progress Policy and Procedure Completion within Expected Duration of Study Policy and Procedure Deferring, Suspending or Cancelling a Student's Enrolment Policy and Procedure Records Management Policy and Procedure Student Grievances and Appeals Policy and Procedure Time limits for Completion of an Award Course Policy

1. PRINCIPLES

This Procedure outlines processes for monitoring, managing and reporting on student study load, duration, and completion.

The Institute's monitoring responsibility and international student responsibility to complete their studies within the duration of their course, as registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), are required by the Education Services for Overseas Students (ESOS) Act 2000 (Cwlth), the Department of Home Affairs and the National Code of Practice for Providers of Education and Training to Overseas Students (National Code) 2018 (Cwlth).

2. SCOPE

This procedure applies to all staff and to all overseas students applying to study with the Institute or currently enrolled at the Institute on student visas.

3. DEFINITIONS

Confirmation of Enrolment (CoE)

The Confirmation of Enrolment (also called a CoE) is an official statement from the Institute via PRISMS that lists the student's details, course and the start and end dates of the course.

The Confirmation of Enrolment (COE) is an official document issued to international students by universities and other education providers in Australia. It confirms that the student has accepted a place in a course and has paid the required tuition fees and Overseas Student Health Cover (OSHC). The COE is required by the Department of Home Affairs for the purpose of issuing a student visa.

Compassionate or Compelling Circumstances

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

- serious illness or injury where a medical certificate states that the student is unable to attend class;
- bereavement for the death of close family members such as parents or grandparents (documented evidence must be provided);
- serious illness, accident or family incident that requires immediate travel, which has impacted the student to studies;
- the inability to begin study on the course commencement date stated on the CoE due to delay in receiving a student visa if relevant;
- major political upheaval or natural disaster in the home country requiring their immediate travel and this has impacted on the student's studies;
- a traumatic experience supported by police or a psychologist's reports, which could include, but is not limited to:
 - involvement in or witnessing of an accident; or
 - a crime committed against the student; or
 - the student being a witness to a crime and this has impacted on the student.
- where the Institute was unable to offer a pre-requisite unit.

Notes:

- *misreading the examination timetable, examination anxiety or returning home will not be accepted as Compassionate and Compelling circumstances;*
- *religious or faith-based issues are not in themselves grounds for special consideration. However, they may be used in support of an application that meets the Compassionate and Compelling circumstances set out above.*

Full time Study Load

A Fully Time Study load at the Institute is 4 Units or 40 Credits.

Minimum Study Load

The minimum enrolment load for any international student on a study visa, in any compulsory trimester, is 4 Units or 40 Credits except during the student's final trimester of study.

Maximum Study Load

The maximum study load is 5 units or 50 Credits.

4. PROCEDURE

Assessing and Processing Student Load Requests

- 4.1. The Admissions team pre-enrol new commencing international students in their first units of study.
- 4.2. The Admissions team, in consultation with the Academic team, will provide advice to domestic and onshore students who are changing course or have undertaken studies at another Australian institution and enrol new commencing international students in their first units of study.
- 4.3. The enrolment process for enrolled students is based on the units the student has completed in the course and the units being offered by the Institute for the trimester.
 - The enrolment of students is completed by the Student Services team with the approval of the Academic Leadership team.
 - Students' requests may be considered when selecting elective units for the course.
 - The student makes the request for the elective to the Student Services team, and the Academic team approve the request.
- 4.1. Where a student wishes to apply to study more online units than one third of the student's total units, to underload or overload, a written request is made to the Academic Leadership team with supporting evidence.
- 4.2. If there is no evidence to support the application, then the request will be refused.
- 4.3. If the request is not granted, the Academic team will inform the student in writing
 - the reasons for the refusal; and
 - that the student may access the student grievance process as detailed in the ***Student Grievances and Appeals Policy*** within 20 working days.
- 4.4. The above assessment procedure will not take more than 15 working days in writing once the student has provided the necessary documentation.
- 4.5. If approved, the Student Services team will record the change in the student management system and for international students update PRISMS.
- 4.6. All requests, considerations, decisions and copies of letters of release will be recorded in the student's file with the application documentation in the student management system.
- 4.7. The Student Services team and Academic team will monitor student study workloads to ensure students will complete with the expected duration as set out in the ***Completion within Expected Duration of Study Policy and Procedure*** and the ***Time limits for Completion of an Award Course Policy***.
- 4.8. The Academic Leadership team will report on any under or over loading in the Academic Leadership Team's Report supplied to the Education Committee and Academic Board.

5. QUALITY ASSURANCE

To ensure that this procedure is fit for purpose and meet the requirements of the TEQSA Compliance Frameworks, the procedure will be:

- 5.1 internally approved by the Executive Management Team on development or review
- 5.2 externally reviewed as part of any independent review of the TEQSA Compliance Frameworks approved by the Governing Board;
- 5.3 internally reviewed by the Responsible Officer every three years from the date of approval (if not earlier).
- 5.4 referenced to the applicable TEQSA Compliance Frameworks requirement(s) and/or other legislation/regulation.

6. FEEDBACK

Feedback or comments on this procedure is welcomed by the listed Responsible officers of the Institute.

7. ACKNOWLEDGEMENT

This procedure was developed with reference to the following:

- Central Queensland University, Full-Time Student – Duration Of Study Policy and Procedure, 2024 ([Full-Time Study - Duration of Study Policy and Procedure](#))
- Australian National University, Policy: Student academic study load and progression, 2025 ([ANU Policy Library - Policy - Student academic study load and progression](#))
- University of Melbourne Overloading webpage ([Overloading | Current students | The University of Melbourne](#))
- Deakin University , Request to overload in a study period webpage ([Request to overload in a study period | Students](#))

8. VERSION CONTROL

Version	Date approved	Description	Approved by
1.0	March 2026	Internal Issue	EMT
Related legislation/ regulation/standard		Tertiary Education Quality and Standards Act 2011 Higher Education Standards Framework (Threshold Standards) 2021 Education Services for Overseas Students Act (ESOS) 2000 Education Services for Overseas Students Regulations 2019 The National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standards 7	

Note: EMT = Executive Management Team