

# Completion within the Expected Duration of Study Policy and Procedures

## Policy

1. This policy supports Standard 8 of the ESOS National Code 2018.
2. For the purposes of Standard 8 of the ESOS National Code 2018, the *expected duration* of a course is the duration of the course as registered on the Australian Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
3. The expected duration of study specified in the overseas student's CoE must not exceed the CRICOS registered duration.
4. The College will monitor the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE.
5. The College will not extend the duration of the overseas student's enrolment if the overseas/international student is unable to complete the course within the expected duration, unless:
  - a. there are compassionate or compelling circumstances, as assessed by the College on the basis of demonstrable evidence, or
  - b. the College has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or
  - c. an approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 of the National Code 2018 (Deferring, suspending or cancelling the overseas student's enrolment).
6. If the College extends the duration of the student's enrolment, the College will advise the student to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.
7. The College will not deliver a course exclusively by online or distance learning to an overseas student.
8. The College will not deliver more than one-third of the units (or equivalent) of a VET course by online or distance learning to an overseas student.
9. The College ensures that in each compulsory study period for a course, the overseas student is studying at least one unit that is not by distance or online learning, unless the student is completing the last unit of their course.
10. For ELICOS courses, any online or distance learning must be in addition to minimum face-to-face teaching requirements approved by the ESOS agency as part of the registration of the course, if applicable.
11. The College will take all reasonable steps to support overseas students who may be disadvantaged by:
  - a. additional costs or other requirements, including for overseas students with special needs, from undertaking online or distance learning if applicable
  - b. inability to access the resources and community offered by the College, or opportunities for engaging with other overseas students while undertaking online or distance learning.

12. The College monitors the workload of students to ensure they complete the course within the expected duration specified on their Conformation of Enrolment (CoE) and does not exceed the allowable portion of online or distance learning.
13. The College has and implements Course Progress and Intervention Strategy Policy and Procedures for monitoring the progress of each student to ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student's CoE. In monitoring this enrolment load, the College ensures that in each compulsory study period for a course, the student is studying at least one unit that is not by distance or online learning, unless the student is completing the last unit of their course.
14. Unsatisfactory course progress will be handled as described in the College's Course Progress and Intervention Strategy Policy.
15. Where there is a variation in the student's load that may affect their expected duration of study, this variation and the reasons for it must be recorded on the student's file and in the Student Management System (Wisenet).
16. The College will correctly report the student via PRISMS and/or issue a new CoE when the student can only account for the variation/s by extending his or her expected duration of study.
17. This policy applies to the College's international students and staff.
18. The CEO is responsible for the implementation of the policy and procedures and to ensure that students and staff are aware of its application and implement its requirements.

## Procedures

### Requirements

1. Students are required to complete their course within the expected duration of study as recorded on the CRICOS register and on their CoE unless the circumstances listed in point 5 of the above policy apply.
2. A full-time student load is planned as a minimum of 20 hours scheduled participation per week however students may be engaged for less than this minimum requirement due to:
  - credit transfers granted
  - RPL (Recognition of Prior Learning) granted
  - partial provision by distance education or e-learning
  - unavailability of key or prerequisite units at the time it is required
  - there are compassionate or compelling reasons for reducing the load
  - the reduced load is part of the College's intervention strategy
  - the student has studied, or plans to study, extra units in another study period
  - the student has only a few units left to complete and these do not constitute a full-time load
3. In each study period (equal to 10 weeks duration), students must be studying at least one unit that is not by distance or online learning unless the student is completing the last unit of their course.
4. The College may extend the duration of the student's course only in the following circumstances:
  - On medical grounds (a medical practitioner's certificate indicating the student is unable to attend class) and a deferment or suspension of study has been granted; or

- In exceptional compassionate circumstances beyond the students control, such as serious illness or death of a close family member (independent evidence of the exceptional circumstances is required) and a deferment or suspension of study has been granted; or
  - Where the College is unable to offer a key or prerequisite unit at the time it is required and a deferment or suspension of study has been granted; or
  - Where the College is implementing an intervention strategy for students at risk of not meeting academic progress requirements; or
  - Where the College has approved the deferral of commencement of studies or the suspension of study.
5. Any extension to the duration of a student’s course must be notified by the College on PRISMS and if necessary a new CoE issued.
  6. Any extension to the duration of a student’s course, and the reasons for the extension must be recorded by the College on the student’s file.

## Definitions

Terms	Definitions
<b>Appeal</b>	Request by a student to have a matter heard and/or re-considered after <u>receiving an unfavourable decision.</u>
<b>At Risk</b>	Being “at risk” of not meeting satisfactory course progress requirements means: <ul style="list-style-type: none"> <li>• Failing 50% or more units/ of course requirements in a study period</li> </ul>
<b>Intervention Strategy</b>	An individual plan to provide academic support and/or assistance to an international student identified ‘at risk’ of achieving satisfactory academic progression.
<b>Not Yet Competent (NYC)</b>	Not meeting the required performance criteria to achieve satisfactory outcome for a unit of competency
<b>PRISMS</b>	Provider Registration and International Students Management System  The management information system used by the ESOS Agency and Department of Home Affairs to record international student program enrolment details.
<b>Study period</b>	Study period refers to 10 weeks of study

<p><b>Unsatisfactory Academic/ Course Progress</b></p>	<p>Not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period. Students may be reported for unsatisfactory academic/ course progress in two consecutive study periods.</p>
<p><b>Satisfactory Academic Performance/ Course Progress</b></p>	<p>An international student is displaying satisfactory academic performance if the student is successfully completing or demonstrating competency in at least 50% of the course requirements in a given study period and is on track to successfully complete their program within the expected duration of study.</p>

### Compliance Evidence

The College has the following evidence in complying with Standard 8 of the National Code 2018:

- A Training and Assessment Strategy for each qualification of its scope of registration
- ELICOS Course Curriculum
- A course schedule/timetable applicable to each student individually or as a group
- Course Progress and Intervention Strategy Policy and Procedures
- A documented intervention strategy for students at risk of not making satisfactory course progress
- Evidence of assessing students' course progress at the end of each study period;
- Documented evidence in students' files of any intervention strategies implemented for them.

### Method

1. At the time of initial enrolment with the College, students will be advised of the meaning and requirements for course progress and of the requirement to complete the course by the scheduled end date of the course.
2. At the time of initial enrolment with the College, each VET student will be issued with a course schedule which will identify the units required to be completed in each study period in order to complete the qualification within the expected duration as indicated on the CRICOS register and the students CoE. ELICOS students are provided with the timetable on their orientation day and the English language level to be completed in a study period.
3. All students are required to attend scheduled classes on a full-time basis to ensure they meet the course progress requirements.

### Extending the duration of students COE on the basis of compassionate and compelling circumstances

1. The College may consider extending the duration of a student's period of enrolment on the basis of a period of student or College initiated suspension being granted for compassionate or compelling circumstances.

Compassionate and compelling circumstances generally may include but not limited to:

- serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
  - serious illness, accident or family incident which requires emergency travel which has impacted on the student's studies.
  - bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
  - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or
  - 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 overseas student (these cases should be supported by police or psychologists' reports)
  - where the College was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol; or
  - inability to begin studying on the course commencement date stated on the Confirmation of Enrolment (CoE) due to delay in receiving a student visa.
2. In granting approval or initiating a suspension on the basis of compassionate or compelling reasons, the College will examine the impact of such a period of suspension on the expected duration of the course. Normally as a part of approval of such a suspension for VET students, the Director of Studies or delegate will develop an agreed action plan in conjunction with the student so that the absence from the college will have minimal impact on course duration. For ELICOS students, this is done by ELICOS Coordinator. Such an action plan may include:
- a. Additional reading and self-paced activities
  - b. Self-directed project work
  - c. Delayed assessment
  - d. Workbook activities
3. If the approval of such a suspension is likely or possible to impact on the expected course duration the Director of Studies/ ELICOS Coordinator will note this on the relevant student file.
4. The Director of Studies will determine if the period of suspension is such that the student, no matter what intervention strategy is implemented, cannot reasonably complete his or her course within the expected duration as specified on the student's CoE. This would normally be done as part of the academic review process conducted at the end of a student's study period. The Director of Studies/ ELICOS Coordinator or a delegate, together with the student, decides if it is possible, because of the period of suspension granted on the basis of compassionate or compelling circumstances, for the student to successfully complete all the remaining units necessary for the award of the qualification for VET students or the course level requirements for ELICOS students within the expected duration. Using the allocated hours identified in the Training and Assessment Strategy the Director of Studies or a delegate identifies the expected extra time required for the VET student to fully complete the requirements of the qualification. Using the hours identified in the ELICOS curriculum, the ELICOS Coordinator identifies the

expected extra time required for the ELICOS student to complete the requirements of the course level.

5. After determining the additional time and agreement with the student which is after the student completes and signs a request form and the Director of Studies approves it, the Director of Studies will extend the duration of the student's study and issue a new CoE. The Director of Studies will notify the ESOS Agency and Department of Home Affairs through PRISMS within 10 working days after the request is approved.
6. The Director of Studies will notify the student of the COE extension by email.
7. Copies of all outcomes and notifications related to the process are kept on the student's file by the Student Administration in accordance with the College's policies and procedures.

#### **Extending the duration of a student's COE on the basis of lack of satisfactory academic performance/ course progress**

1. The College monitors students' course progress that is specified in the Course Progress and Intervention Strategy Policy and Procedures that supports Standard 8 of the ESOS National Code 2018.  
It involves:
  - Early detection of, and intervention in, unsatisfactory academic performance
  - Review of academic performance at end of study period
  - Monitoring and implementing intervention strategies for students with lack of satisfactory academic performance during a consecutive study period.
  - Review of academic performance at end of consecutive study period.
2. The College's policy and procedures for monitoring academic progress indicate that at all stages of reviewing the performance of students and implementing intervention strategies, the likely or possible impact on the student's course duration will be considered and noted. The basis for consideration is:
  - the study program as outlined in the Training and Assessment Strategy for VET students
  - the program as outlined in the ELICOS curriculum for ELICOS students  
and
  - the end date for the course as specified on the students' COEs.
3. Based on the above basis for consideration, the Director of Studies will determine that the student's academic progress is such that the student, no matter what intervention strategy is implemented, cannot reasonably complete his or her course within the expected duration as specified on the student's CoE. This would normally be done as part of the academic review process conducted at the end of a student's study period. The Director of Studies/ ELICOS Coordinator or a delegate, together with the student, decides, that it is not possible for the student to successfully complete all the remaining units necessary for the award of the qualification for VET students or the course level requirements for ELICOS students within the expected duration. Using the allocated hours identified in the Training and Assessment Strategy and the proposed delivery schedule of the college, the Director of Studies identifies the

expected extra time required for the student to fully complete the requirements of the qualification. Using the hours identified in the ELICOS curriculum, the ELICOS Coordinator identifies the expected extra time required for the ELICOS student to complete the requirements of the course level.

4. After determining the additional time and agreement with the student which is after the student completes and signs a request form and the Director of Studies approves it, the Director of Studies will extend the duration of the student's study and issue a new CoE. The Director of Studies will notify the ESOS Agency and Department of Home Affairs through PRISMS within 10 working days after the request form is approved.
5. The Director of Studies will notify the student of the extension of CoE.
6. Copies of all outcomes and notifications related to the process are kept on the student's file by the Student Administration in accordance with the College's policies and procedures.

#### **Extending the duration of students COE on other grounds**

1. The College may consider extending the duration of a student's period of enrolment on the basis of grounds other than academic performance or compassionate or compelling circumstances. In these matters the College is generally the initiator of action in relation to the student. The matters normally arise from periods of college initiated suspension, and give the student the right to access the College's Complaints and Appeals procedures. Where the decision of the college is upheld and a period of suspension prevails the college will work with the student through the Director of Studies for VET students and ELICOS Coordinator for ELICOS students to minimise the impact on the course duration. Such actions as is the case for compassionate and compelling circumstances may include:
  - a. Additional reading and self-paced activities
  - b. Self-directed project work
  - c. Delayed assessment
  - d. Workbook activitiesTo be undertaken during the period of suspension.
2. The Director of Studies will determine if the period of suspension is such that the student, no matter what intervention strategy is implemented, cannot reasonably complete his or her course within the expected duration as specified on the student's CoE.
3. After determining the additional time and agreement with the student which is after the student completes and signs a request form and the Director of Studies approves it, the Director of Studies will extend the duration and issue a new CoE. The Director of Studies will notify the ESOS Agency and Department of Home Affairs through PRISMS within 10 working days after the request is approved.
4. The Director of Studies will notify the student of the COE extension by email.
5. Copies of all outcomes and notifications related to the process are kept on the student's file by the Student Administration in accordance with the College's policies and procedures.