Completion within the Expected Duration of Study  
Policy and Procedures – International Students

Policy

1. This policy supports Standard 9 of the ESOS National Code 2007.
2. For the purposes of Standard 9 of the ESOS National Code 2007, 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 College monitors 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.
4. The College monitors the workload of students to ensure they complete the course within the expected duration specified on their Confirmation of Enrolment (CoE) and does not exceed the allowable portion of online or distance learning. The College will only enable to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances as the result of:
   - compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where the College was unable to offer a pre-requisite unit)
   - the College implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
   - an approved deferment or suspension of study has been granted under Standard 13 of the ESOS National Code 2007
5. 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.
6. Unsatisfactory course progress will be handled as described in the College’s Course Progress and Intervention Strategy Policy.
7. 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).
8. 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.
9. The College may allow the student to undertake no more than 25 per cent of the student’s total course by distance and/or online learning. However, the College must not enrol the student exclusively in distance or online learning units in any compulsory study period.
10. Except in the circumstances specified in Point 4 above, the expected duration of study specified in the student’s CoE must not exceed the CRICOS registered course duration.
11. This policy applies to the College's international students and staff.
12. 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 4 of the above policy applies.
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 provider’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.
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

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<th>Terms</th>
<th>Definitions</th>
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<tr>
<td>Appeal</td>
<td>Request by a student to have a matter heard and/or re-considered after receiving an unfavourable decision.</td>
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<td>At Risk</td>
<td>Being “at risk” of not meeting satisfactory course progress requirements means:</td>
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<td>• Failing 50% or more units in a study period</td>
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<td>Intervention Strategy</td>
<td>An individual plan to provide academic support and/or assistance to an international student identified ‘at risk’ of achieving satisfactory academic progression.</td>
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<td>Not Yet Competent (NYC)</td>
<td>Not meeting the required performance criteria to achieve satisfactory outcome for the unit of competency</td>
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<td>PRISMS</td>
<td>Provider Registration and International Students Management System</td>
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<td>The management information system used by the ESOS Agency and DIBP to record international student program enrolment details.</td>
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<td>Study period</td>
<td>Study period refers to 10 weeks of study</td>
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<td>Unsatisfactory Academic Progress</td>
<td>Unsatisfactory progress is defined as a student not successfully completing or demonstrating competency in at least 50% or more of the course requirements in two consecutive study periods.</td>
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<td>Satisfactory Academic Performance</td>
<td>An international student is displaying satisfactory academic performance if the student is achieving a competent result in all assessments for all units of competency undertaken in a given study period and is on track to successfully complete their program within the expected duration of study.</td>
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### Compliance Evidence

The College has the following evidence in complying with Standard 9:

- A Training and Assessment Strategy for each qualification of its scope of registration
- 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 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.

Extending the duration of a student’s COE on the basis of lack of satisfactory academic performance
1. The College monitors students’ academic progress that is specified in the Course Progress and Intervention Strategy Policy and Procedures that supports Standard 10 of the ESOS National Code 2007.
   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 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, 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 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.
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 (ASQA) 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 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 include:

a. serious illness or injury where a medical certificate states that the student is unable to attend class.
b. bereavement of close family members such as parents or grandparents (documented evidence must be provided).
c. serious illness, accident or family incident which requires emergency travel which has impacted on the student’s studies.
d. the inability to begin study on the course commencement date stated on the Confirmation of Enrolment (CoE) due to delay in receiving a student visa.
e. major political upheaval or natural disaster in the home country requiring their immediate travel.
f. a traumatic experience which could include but is not limited to:
   i. involvement in or witnessing of an accident or
   ii. a crime committed against the student or
   iii. the student has been a witness to a crime and this has impacted on the student.

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, the Director of Studies 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. 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 will note this on the 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, 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 within the period of a single term. Using the allocated hours identified in the Training and Assessment Strategy the Director of Studies identifies the expected extra time required for the student to fully complete the requirements of the qualification.

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 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 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. Such grounds are generally defined in ESOS national code 13. 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 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 activities
   To 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 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.