Completion Within Expected Duration Policy

Policy

a) The College is required under the National Code Standard 9 to ensure that students complete the course within the duration specified on their Confirmation of Enrolment (CoE).

b) Standard 9.2 states that

The registered provider may only extend the duration of the student’s study where it is clear that the student will not complete the course within the expected duration, as specified on the student’s CoE, as the result of:

a. compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit);

b. the registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or

c. an approved deferment or suspension of study has been granted under Standard 13.

c) Course progress must be monitored in accordance with the Course Progress Policy.

d) The College will only extend the duration of a student’s study where it is clear that the student will not complete the course within the expected duration, as specified on the student’s CoE, because

i) the student’s studies have been affected by compassionate or compelling circumstances;

ii) the college has implemented its intervention strategy because the student is at risk of not meeting satisfactory course progress;

iii) an approved deferment or suspension of studies has been granted

e) Except in circumstances specified above, the expected duration specified in the student’s CoE must not exceed the CRICOS registered length.

f) Standard 9.3 states that

Where there is a variation in the student’s enrolment load which may affect the student’s expected duration of study in accordance with 9.2, the registered provider is to record this variation and the reasons for it on the student file. The registered provider must 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.
g) The College will ensure that appropriate records are maintained in the student file to record variations to the duration of study and reasons for the variation and, if necessary to report the student via PRISMS where a change in enrolment load affects the expected duration of study.

h) Standard 9.5 states that

*Except in the circumstances specified in 9.2, the expected duration of study specified in the student’s CoE must not exceed the CRICOS registered course duration.*

i) The College will ensure that all CoEs are issued with the expected duration being no more that the CRICOS registered course duration.

NOTE: National Code Standards 9.1 and 9.4 do not apply as the enrolment load for English students is 20 hours of face-to-face tuition.

Procedure

a) The Registrar will ensure that CoEs are issued with the length of the course being no longer than the course duration as registered on CRICOS.

b) As part of the assessment of course progress at the end of each study period the College will include an assessment of whether the student’s progress is such that they are expected to complete their course within the expected duration of the course (see: *Course Progress Policy and Procedure*).

c) The college will maintain in the student’s file all relevant documents and records if any of the following conditions apply and necessitate the extension of the duration of student’s study:

i) compassionate or compelling circumstances
ii) student participation in an intervention strategy.
iii) an approved deferment or suspension of study has been granted in accordance with the College’s *Deferment, Suspension and Cancellation Policy*.

d) Where the College decides to extend the duration of the student’s study due to any of the conditions above, the College will report via PRISMS and/or issue a new CoE if required (see: *CRICOS & PRISMS Policy*). The Course Variation wizard on PRISMS will indicate to the PRISMS user if a new CoE is required. This reporting on PRISMS must be done within fourteen days of the determination that the student will need to extend the duration of their study, failing to comply with the timeline is an offence under the ESOS Act 2000 and may result in substantial penalties being imposed on the College.

Definitions
a) ‘Compassionate or compelling circumstances’ - circumstances are generally those beyond the control of the student that are having an impact on the student’s progress through a course. These could include:

i) serious illness, where a medical certificate states that the student was unable to attend classes
ii) bereavement of close family members such as parents or grandparents
iii) major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
iv) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists’ reports)
v) where EU was unable to offer a pre-requisite unit
vi) inability to begin studying on the course commencement date due to delay in receiving a student visa

For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student’s progress through a course.

b) ‘Expected duration’ means the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS

c) ‘Intervention strategy’ means strategies to assist students to achieve satisfactory attendance and may include;

i) attendance at counselling sessions to assist with personal issues that may be impacting studies
ii) providing a mentor
iii) increasing monitoring of students
iv) other intervention strategies or a combination of intervention strategies as deemed necessary

d) ‘Medical certificate’ means a certificate issued by a registered medical provider such as hospitals, doctors, dentists, physiotherapists, chiropractors, optometrists, ophthalmologists, psychiatrists and psychologists. The college does not accept certificates from alternative medical practitioners such as herbal practitioners, acupuncturists, Chinese therapists, massage therapists, iridologists, psychics etc.

e) ‘National Code’ means the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007

f) ‘Satisfactory course attendance’ means attendance of at least 80% of scheduled course contact hours for the study period.

g) ‘Study period’ means:
a. for a course with a course length of 12 weeks, a period of 6 weeks from the date a student commences studies; and
b. for a course with a course length of greater than 12 weeks, a period of 12 weeks from the date a student commences studies.

h) enrolment load in English courses means 20 hours of face-to-face tuition. Online study is not available in English courses

Policy Review

This policy will be reviewed as part of the College’s three year policy review cycle or as required by regulatory changes.