



9: COMPLETION WITHIN THE EXPECTED DURATION POLICY AND PROCEDURE

Related Standards	ESOS Act 2000 The National Code 2007 – Standard 9 – Completion with Expected Duration
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Purpose

This policy/procedure supports:

1. The National Code of Practice 2007 - Standard 9 – Completion with Expected Duration which states:

“Registered providers monitor the workload of students to ensure they complete the course within the duration specified in their CoE and do not exceed the allowable portion of online or distance learning. Registered providers only enable students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.”

Scope

This policy/procedure applies to all International Students of ACE.

Definitions

CoE:	Confirmation of Enrolment - A document provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student’s eligibility to enrol in the particular program of the registered provider.
International Student:	A person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act, but does not include students of a kind prescribed in the ESOS Regulations.
Compulsory study period:	A <i>compulsory study period</i> is one in which the student must enrol (as part of a normal course load) unless granted a deferment or suspension from enrolment or leave of absence. A compulsory study period does not include periods in which the student can elect to undertake additional studies. A study period means one term of study.
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 program progress or wellbeing. These could include, but are not limited to: Serious illness or injury, where a medical certificate states that the student was unable to attend classes; Bereavement of close family members such as parents or grandparents; Major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student’s studies; or A traumatic experience which could include: Involvement in, or witnessing of a serious

Completion within the Expected Duration Policy and Procedure	Version 6	Updated: April 2015
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	accident; Witnessing or being the victim of a serious crime - When this has impacted on the student. (Note these cases should be supported by police or psychologists' reports); where the registered provider was unable to offer a pre-requisite course/unit; or inability to begin studying on the program commencement date due to delay in receiving a student visa.
Course / Unit:	Component of a program of education or training.
At Risk	Being "at risk" of not meeting satisfactory attendance requirements means: <ul style="list-style-type: none"> Failing to attend a minimum of 80% of the contact hours of the scheduled units of study.
CRICOS:	The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is the register prescribed under Section 10 of the ESOS Act.
Expected Duration:	For the purposes of Standard 9, 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). The expected duration for overseas students is not different from the expected duration for domestic students. The expected duration is specified on the students CoE.
PRISMS:	The Provider Registration and International Student Management System (PRISMS).
Wisenet	A student management system used to track student's enrolment loads and monitoring course progress.
Program:	Program of education or training. Defined as Course in the ESOS Act.

1. Policy

- 1.1** ACE implements this policy and procedures to monitor 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 the enrolment load, ACE 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.
- 1.2** Generally a compulsory full-time study load is minimum twenty (20) hours scheduled attendance per week.
- 1.3** ACE 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:
- compassionate or compelling circumstances** (for example illness where a medical certificate states that the student was unable to attend classes or where ACE was unable to offer a pre-requisite unit);
 - ACE implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or

Completion within the Expected Duration Policy and Procedure	Version 6	Updated: April 2015
Authorised by CEO	CRICOS # 03219A	RTO # 22424
©Australian Careers Education Pty Ltd		Page 2 of 6

- c. an approved deferment or suspension of study has been granted under the Deferring, Suspending, Cancelling Enrolment Policy and Procedures.
- 1.4** Where there is a variation in the student’s enrolment load which may affect the student’s expected duration of study in accordance with clause 1.2, ACE is to record this variation and the reasons for it on the student file. ACE 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.
- 1.5** Some of ACE’s courses have e-learning components which have been added to meet the volume of learning requirements. ACE ensures that students do not undertake more than 25 per cent of the student’s total course by distance and/or online learning. ACE does not enrol any student exclusively in distance or online learning units in any compulsory study period.
- 1.6** Except in the circumstances specified in clause 1.2, the expected duration of study specified in the student’s CoE must not exceed the CRICOS registered course duration.
- 1.7** A copy of this procedure is made available to staff and students through the ACE website, Staff Manual and Student Handbook.
- 1.8** The Records Manager will monitor any variances to the students compulsory full-time study load to ensure students complete their course within the expected duration as specified in the student’s CoE.
- 1.9** Generally a compulsory full-time study load is minimum twenty (20) hours scheduled attendance per week.

2. Procedure

2.1 International students are expected to complete their course within the expected duration of study indicated on their COE(s) to meet their student visa conditions. ACE will provide students the opportunity to complete their studies within the timeframe of their COE(s). Copies of COE(s) and any variations of COE(s) will be kept in the student’s file.

2.1a Wisenet

2.2 Wisenet is a student management system that ACE used to monitor the enrolment loads and course progress of students.

Monitoring Activities

2.3 At the end of each compulsory study period (for the purpose of this procedure ACE study period is one term), the Records Manager will ensure student results are checked to determine students are progressing toward completing their course within the expected duration.

2.4 Trainers shall assist the Records Manager in ensuring that students are progressing across all areas of training being provided.

Completion within the Expected Duration Policy and Procedure	Version 6	Updated: April 2015
Authorised by CEO	CRICOS # 03219A	RTO # 22424
©Australian Careers Education Pty Ltd		Page 3 of 6

2.5 Ensure that complete timetable and schedule for the program is developed, implemented and reviewed where required.

2.6 Where a student is identified as being at risk of not completing the program within the expected duration through lack of course progress, ACE shall implement suitable intervention procedures to ensure students are given reasonable opportunities to catch up on units missed and to complete their course within the expected timeframe.

2.7 Intervention Strategy

- a. Intervention meetings are initiated as soon as possible after the student being identified as ‘at risk’ and within 5 working days.
- b. An intervention strategy is negotiated and signed by the Course Coordinator and student at the meeting. The Intervention strategy is provided to the student in writing and a copy placed in the student file.
- c. The intervention procedures will include meeting with the student to identify the cause that is placing the student at risk. These procedures may include providing or conducting any of the following:
 - i. extra tuition and support
 - ii. adjustments on the timetable or attendance
 - iii. advise the student to take up extra units during the compulsory or non-compulsory study periods if ACE provides such extra units. However, this is not recommended if the student has failed some units, as taking up extra units may ‘overload’ the student.
 - iv. information or guidance to the student to develop personal strategies to improve his/her ability to complete the course requirements
 - v. personal or welfare support
 - If the student has personal issues that do not require external support services the Course Coordinator may make adjustments to the training program to facilitate learning and achievement. E.g. starting earlier/ later or finishing early to accommodate domestic arrangements or rescheduling the course.
 - If the student identifies personal/ welfare issues that do require an intervention strategy the following applies:
 - An intervention strategy is negotiated and signed by the Course Coordinator and student at the meeting. The Intervention strategy is provided to the student in writing.
 - vi. reviews of assessment strategies
 - vii. Assessment/Re-assessment: If the student fails his/her assessments, he/she will be provided with ongoing support as prescribed in the Training and Assessment Policy and Procedures: Assessment and Re-assessment and the Assessment Appeals.
 - viii. variation of student enrolment load
- d. The student attends a review meeting every two weeks with the Course Coordinator. The effectiveness of this intervention strategy is monitored and adjusted if necessary.
- e. All meetings and any strategies arranged must be documented.
- f. The Course Coordinator reviews the student’s progress and commitment to the arrangements every two weeks.

Completion within the Expected Duration Policy and Procedure	Version 6	Updated: April 2015
Authorised by CEO	CRICOS # 03219A	RTO # 22424
©Australian Careers Education Pty Ltd		Page 4 of 6

- g. The intervention strategy will last for as long as appropriate and practicable. Appropriate internal and external personnel contribute to the process where required.
- h. Each meeting, agreement, adjustment and communication in this process is documented and placed in the Students file.
- i. The student is required to abide by the new arrangements negotiated or ACE may cease provision of the services/ arrangements.
- j. Students who do not abide by the terms of the agreement or after intervention do not achieve satisfactory course progress are invited to a meeting with the Course Coordinator. A letter will be sent to the student within 5 working days of the issue being brought to the Course Coordinators attention.
- k. At the meeting the reasons/ circumstances are identified and the Course Coordinator (with input from appropriate internal/ external stakeholders) will decide whether to implement another intervention strategy and informs the student of ACE's intention in writing.
- l. If the decision is to not enter into another intervention strategy Students are sent a letter informing them of their right to appeal the decision by accessing ACE complaints and appeals policy within 20 working days.

2.8 ACE will 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 and compelling circumstances such as, but not limited to:
 - i. illness where a medical certificate is presented by the student stating that the student was unable to attend classes due to medical condition)
 - ii. bereavement of close family members such as parents or grandparents;
 - iii. major political upheaval or natural disaster in the student's home country requiring emergency travel when this has impacted on the student's studies (appropriate supporting documentation is provided (police/psychologists' reports; travel ticket, news report, etc); or
 - iv. traumatic experience which could include:
 - involvement in, or witnessing or a serious accident
 - witnessing or being the victim of a serious crime
 - v. where ACE was unable to offer a pre-requisite unit);
Documentary evidence must be presented by the student and kept in the student's file.
- b. ACE 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.

Variation in the Student's Enrolment

2.9 The final outcome of this strategy, as per clause 2.7 above, may be to issue a new CoE of a length which will enable the student to finish the course and notify the Secretary of the Department of Education via PRISMS of any extension to the original CoE.

2.10 If a new COE is to be granted, as per clause 2.8 above, ACE must update PRISMS with information on the change of duration of a student's course within 14 days from the date the change occurs.

2.11 Except in the circumstances specified in clause 2.7 above, the student is expected to complete his/her study within the duration specified in his/her COE.

Completion within the Expected Duration Policy and Procedure	Version 6	Updated: April 2015
Authorised by CEO	CRICOS # 03219A	RTO # 22424
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3. Records Management

Copies of all documentary evidence of any variances or extensions to the duration of a student's course, reasons for the variance/extension and letters issued to the student will be kept in the student's file.

4. Responsibilities

- CEO
- Records Manager
- Course Coordinator

5. Related Forms

- [Changes to Enrolment Form](#)

Completion within the Expected Duration Policy and Procedure	Version 6	Updated: April 2015
Authorised by CEO	CRICOS # 03219A	RTO # 22424
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