



9: COMPLETION WITHIN THE EXPECTED DURATION POLICY AND PROCEDURE

Related Standards	ESOS Act 2000 National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 8 – Overseas Student Visa Requirements
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Purpose

1. This policy/procedure supports: The National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 8 – Overseas Student Visa Requirements:

“The registered provider can only extend the overseas student’s enrolment if:

- *The registered provider has assessed that there are compassionate or compelling circumstances...*
- *The registered provider has implemented...an intervention strategy...*
- *An approved deferral or suspension of the overseas student’s enrolment has occurred.”*

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

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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.
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 8, 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 is specified on the students CoE.
PRISMS:	The Provider Registration and International Student Management System (PRISMS).
VETRACK	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.
- 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:
- a. **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);
 - 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 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

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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.

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 **VETTRACK**

2.2 VETTRACK 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.
- 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. (Please see Monitoring Course Progression Policy and Procedures)

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2.7 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

2.8 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 Department of Home Affairs via PRISMS of any extension to the original CoE.

2.9 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.

2.10 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.

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](#)

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