

# Completion within expected Duration Policy & Procedure



## 1. Policy

This policy/procedure supports 'Standard 9 – Completion within expected duration' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007' 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.”*

To enable compliance with the National Code 2007 (Standard 9), international students are required to complete their studies within the expected duration of the program, as specified on the student's Confirmation of Enrolment (CoE).

The following procedures ensure that students complete their studies within the expected duration of the course and CAC only extends the duration in the circumstances outlined in Standard 9 of the National Code of Practice for providers to international students.

## 2. Procedure

- The DOS/Training Manager is responsible for ensuring that the students complete their studies within the expected duration of the course.
- The DOS/Training Manager and an assigned trainer is responsible for monitoring students course progress and ensuring that the intervention strategy is put in place for students where students are identified at risk of not completing the program within the expected duration.
- The Student Administration Officer is responsible for monitoring the students COE course duration and make variations to COEs where extension is required.
- Students are required to complete their studies within the timeframe indicated on their CoE and student visa. CAC shall endeavour to ensure all students are given the opportunity to complete their studies within this timeframe. A copy of each student's CoE will kept on the student's file and variations to the CoE will also be retained within the student file and the student management system RTOmanager.
- While CAC do not report students on the basis of unsatisfactory attendance, it is understood that satisfactory course progress cannot be maintained without attending sufficient number of classes. At CAC students are allocated a full time load and are required to attend scheduled classes to ensure that they can satisfactorily complete their units of study within the expected COE duration. To this end, CAC will monitor their attendance through regular contact and reminders via SMS (text messages) and emails.
- Procedures for monitoring course progress and attendance shall be implemented and appropriate intervention processes followed where students are not meeting these requirements at the end of each study period. CAC shall monitor all students' ability to complete their course within the expected duration in a number of ways:
  - Trainers / Assessors will meet regularly to ensure that students are progressing across all areas of training being provided.
  - Course progress and attendance will be monitored for each unit by Student Administration and the assigned trainer or the Training Manager

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- Timetable and schedule for the course will be developed and implemented and reviewed by the Training Manager at the end of each study period, or earlier if required.
- Where a student is identified as being at risk of not completing the program within the expected duration CAC shall implement appropriate intervention steps to prevent this from occurring.

These intervention steps will include meeting with the student to identify the cause that is placing the student at risk. Within this meeting, strategies to assist the student in completing the course within the expected duration shall be discussed and implemented as required. These strategies may include:

- Extra tuition and support to be organised
  - Timetable adjustments
  - Personal strategies to improve the students ability to complete the course requirements
  - Review of assessment strategies
  - Variation of student enrolment load
- During the course of intervention, where the trainer/assessor identifies that the student may not satisfactorily complete the increase study load (including the not yet competent units from the previous study period) the study load may be varied to allow satisfactory course progress.
  - Where a student is identified of being at risk of not completing their course in the expected duration due to lack of course progress, the student's enrolment load may be adjusted to ensure the student has the opportunity to complete the course successfully. Where this is the case the student's study period may be extended and the PRISMS updated by making student course variation.
  - CAC 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. CAC implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress;
    - b. 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);or
    - c. an approved deferment or suspension of study has been granted under Standard 13 of the ESOS Standards.
  - All meetings must be documented and any strategies arranged must also be documented.
  - All changes to a student's course duration is to be reported to the appropriate government agency via the PRISMS reporting system and records / documents of reasons and the decision process to be kept in student files.

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