



International
College

Completion within expected duration Policy & Procedure

HIC Policy Number
STUD006

CRICOS Number 02790D
Provider Number 21838

Hays International College

CRICOS Number 02790D

Provider 21838



1. Purpose of policy

This policy ensures that Hays International College has a procedure in place 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 as required by the ESOS National Code Part D Standard 9. In monitoring the enrolment load, Hays International College (HIC) 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. The scope of this policy and procedure covers all units of competency within a qualification delivered at HIC campus and in work-placement (host employer where applicable) training locations.

2. Responsibility

The PEO is responsible for the implementation of this Policy and procedure and to ensure that all staff are aware of its application and implementation requirements. Students are also informed of this policy and procedure at their pre-enrolment, enrolment and orientation.

3. Key Features

This policy relates to HIC 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.

- Generally a compulsory full-time study load is minimum twenty (20) hours scheduled attendance per week.
- HIC 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 HIC was unable to offer a pre-requisite unit);
 - HIC 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 the Deferral, Suspension and Cancellation Policy and Procedures.
- Where there is a variation in the student's enrolment load which may

Hays International College

CRICOS Number 02790D

Provider 21838



affect the student's expected duration of study, HIC will record this variation and the reasons for it on the student file. HIC will correctly report the student via PRISMS and/or issue a new CoE when the student can account for the variation/s by extending his or her expected duration of study.

- HIC's courses have e-learning components to meet the volume of learning requirements; HIC will ensure that students do not undertake more than 25 per cent of the student's total course by distance and/or online learning. HIC does not enroll any student exclusively in distance or online learning units in any compulsory study period.
- Except in the circumstances specified above, the expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.
- A copy of this procedure is made available to staff and students through the HIC website, Staff Manual and Student Handbook.
- The Course Co-coordinators, Trainers 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.

4. Procedure

To achieve satisfactory course progress a student must successfully complete or demonstrate competency in at least 50% of the course requirements; that is, the units of study and the competencies within those units, within the given study period. However, lower than 100% of course progress will see the student being unable to meet all course requirements before their enrolment end date.

1. The relevant staff of the course being delivered will be made aware of expected duration of the course as registered on CRICOS.
 - The course information is available to staff through the Training and Assessment Strategies (TAS) for each course.
 - All students expected date of completion is on the students individual training plan – and on VETtrak.
2. At the commencement of each study period (10 study weeks) the Director of Studies with the Course Coordinators will review student programs to ensure each student has the opportunity to maintain a full-time load and to complete

Hays International College

CRICOS Number 02790D

Provider 21838



- their course within the expected duration of study.
3. The students are monitored closely via the implementation of the Monitoring Student Course Progress Policy.
 4. Any area of Not Yet Competent (NYC) will be raised with the HIC trainer and/or readdressed for action to be taken to assist the student to acquire the skills and knowledge required to gain competence. For practical placement, this could be through additional class training or practical placement – appropriate to the task – until demonstration of competence is achieved.
 5. A student deemed Not Yet Competent (NYC), has the opportunity to demonstrate competency by undertaking reassessments within their enrolment period as long as there are no pre-requisites for the unit/s deemed Not Yet Competent (NYC).
 6. Students who have achieved less than 100% of the course requirements in the compulsory study period and have not achieved competence through reassessment will have their academic load adjusted to bring them into line with their CoE and/or enrolment end dates.
 7. At the end of each study period, a Departmental Board of Review, consisting of coordinators, trainers, student services and the Director of Studies, will meet to report on the course, the course's progress and any students requiring or undergoing intervention for unsatisfactory course progress. The Board of Review will review student course load to allow the student to complete the course within the duration of the student's CoE. If possible to review student course load of those who have been deemed NYC before the end of the term, HIC will initiate the changes to the student's course load as early as possible.
 8. The student is allowed to study subjects during a non-compulsory study period, or study up to 25% of the course by on line or by distance, or overload in some compulsory study periods to enable them to achieve their course requirements and/or compensate study periods during reduced loads. To allow the student to complete the units within the expected duration:
 - whenever the student repeats the unsuccessful unit in the following non-compulsory study period, they are added by the Student Administrator to the 'current' time table in the student data base
 - whenever the student repeats the unsuccessful unit in the following compulsory study period, they are added by the Student Administrator to the following compulsory study period time table.
 9. In monitoring a student's workload, HIC will ensure that a student is studying at least one unit in each compulsory study period for the course that is not by distance or online learning.

Hays International College

CRICOS Number 02790D

Provider 21838



10. If a student is in the last study period of a course, with only one subject to complete the course, the student must not study this unit online or by distance education in Australia unless the period in which the student will complete the course is a non-compulsory study period.
11. Despite the flexibility to vary the enrolment load to suit the student's needs and course requirements HIC also recognises that students may not always be able to complete the course within the expected duration of study and provides for extensions in a limited range of circumstances
12. HIC 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); or
 - In exceptional compassionate circumstances beyond the students control, which means unusual and/or exceptional circumstances that not part of daily life experience, such as serious illness or death of a close family member (independent evidence of the exceptional circumstances is required eg. a medical certificate; if illness is psychological, must provide a psychologists report
 - ▶ Bereavement of close family members such as parents or grandparents
 - ▶ Major political upheaval or natural disaster in the home country requiring emergency travel
 - ▶ A traumatic experience (implementing the Critical Incident Policy when this has impacted on the student - these cases should be supported by police or psychologists' reports) which could include involvement in, or witnessing, a serious accident;
 - Where HIC is unable to offer a key or prerequisite unit at the time it is required
 - Where HIC is implementing an intervention strategy for students at risk of not meeting academic progress requirements
 - Where HIC has approved the deferral of commencement of studies or the suspension of study.
13. In the event that the student requires an extension to their course:
 - The new end date is calculated by the Course Coordinator in consultation with the student, student services and the Director of Studies
 - the student completes this request with supporting documentation on the required form

Hays International College

CRICOS Number 02790D

Provider 21838



- the individual training plan is modified
 - the Course Coordinator informs Student Administrator of the change in the end date
 - all documentation are filed in the students file with the supporting documentary evidence
14. Student Administration generates a new CoE for extension or change of course via PRISMS. HIC will correctly report the student via PRISMS and/or issue a new CoE for the student to account for the variation/s by extending his or her expected duration of study
- 'Reporting' the student (issuing a new CoE) should occur when the provider knows the student cannot reasonably complete his or her course within the expected duration as specified on the student's CoE. Providers do not need to issue a new CoE until they can accurately predict how long an extension of duration of study the student will require.
 - To issue a new CoE to extend the duration of the student's study, the provider goes into the Course Variation screen, and chooses 'Student requests change to existing enrolment'. PRISMS will then guide the provider through the process. When the provider changes the student's course start and end dates for the CoE, PRISMS recognises that the provider is issuing an 'extension' Confirmation of Enrolment and asks the provider to indicate the reason for this 'extension'.
15. All documented evidence is kept in the student's file including:
- documents that indicate a student's unit enrolment type for their total course and for each unit in a compulsory study period – including the individual learning plan and the documented procedures utilised for monitoring the enrolment load of the student
 - documents from the course coordinator and or the Director of Studies outlining the reason for the course extension
 - documents relating to any compassionate and compelling circumstances that have interfered with a student's ability to complete the course within the expected duration. This may include accident and / or police reports from Critical Incidents, death certificates and notes from the course coordinator
 - documents relating to any approved deferment or suspension
 - documents that relate to a student's poor academic progress and action taken to intervene – including any documents from student services, the trainer and the course coordinator
 - a record of online and distance study if any
 - a copy of the new CoE that has been given to the student

Hays International College

CRICOS Number 02790D

Provider 21838



16. HIC can allow a student to enroll in less than a 'full-time' load in any study period if:
- 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;
 - pre-requisite units are not available in that study period
17. If a student studies online or by distance during non-compulsory periods and this leads to early completion of the course, then HIC notifies DET of the student's early completion via PRISMS.
18. 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. 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 *compulsory study period* 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

Hays International College

CRICOS Number 02790D

Provider 21838



- 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 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 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).

VETtrak: 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.

RELATED DOCUMENTS			
ESOS	National Code Part D Standard 9		
POLICIES	Complaints and Appeals; Course Progress Policy and Procedure ; DIBP Notification Policy and procedure; Deferral, suspension and cancellation policy and procedure		
Last Updated	Jan 2016	Updated by	SC