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## Completion within the Expected Duration of Study Policy and Procedure

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### SCOPE:

This policy applies to all BIOT international VET and ELICOS students and BIOT staff who deal with all matters concerning VET and ELICOS.

### POLICY

This policy supports the ESOS National Code 2007 Standard 9.

1. BIOT monitors the enrolment load 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. BIOT only enables students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.
2. BIOT has and implements Monitoring Course Progress Policy and Procedure for monitoring 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 this enrolment load, BIOT 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.
3. BIOT 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 (e.g. illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a prerequisite unit)
  - b. BIOT 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.
4. Where there is a variation in the student's enrolment load which may affect the student's expected duration of study, BIOT is to record this variation and the reasons for it on the student file. BIOT will 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.
5. Except in the circumstances specified in policy no 3 above, the expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.

## PROCEDURE:

Terms	Definitions
<b>Appeal</b>	Request by a student to have a matter heard and/or re-considered after receiving an unfavourable decision.
<b>At risk</b>	Being “at risk” of not meeting satisfactory course progress requirements means: <ul style="list-style-type: none"> <li>• Failing 50% or more units in a study period for VET students</li> <li>• Failing 50% or more of total score of the course requirement for ELICOS students</li> </ul>
<b>Intervention Strategy</b>	An individual plan to provide academic support and/or assistance to an international student identified ‘at risk’ of achieving satisfactory academic progression.
<b>Not Yet Competent (NYC)</b>	Not meeting the required performance criteria to achieve satisfactory outcome for the unit of competency for VET students
<b>PRISMS</b>	Provider Registration and International Students Management System The management information system used by the Department of Education and DIBP to record international student program enrolment details.
<b>Study period</b>	Study period refers to 10 weeks of study for VET students, and 10 weeks for ELICOS students.
<b>Unsatisfactory Academic Progress</b>	Unsatisfactory progress is defined as a student not successfully completing or demonstrating competency in at least 50% or more of the course requirements in two consecutive study periods.
<b>Satisfactory Academic Performance</b>	An international VET student is displaying satisfactory academic performance if the student is achieving a competent result in all assessments for all units of competency undertaken in a given study period and is on track to successfully complete their program within the expected duration of study. An international ELICOS student is displaying satisfactory academic performance if the student is achieving at least 50% of total score of the course requirement in a given study period and is on track to successfully complete their program within the expected duration of study.

## COMPLIANCE EVIDENCE

For BIOT to show it is complying with Standard 9, it has the following as evidence:

- A Training and Assessment Strategy for the qualification / a course
- A course schedule/timetable applicable to each student individually or as a group
- Monitoring Course Progress Policy and Procedure
- A documented intervention strategy for students at risk of not making satisfactory course progress
- Evidence of assessing students’ course progress at the end of each study period;
- Documented evidence in students’ files of any intervention measures implemented for them.

## PROCEDURE:

### Advice to students

At the orientation session students will be advised of the meaning and requirements for course progress and of the requirement to complete the course by the scheduled end date of the course.

### Allocation of enrolment load

On enrolment at BIOT students, will be allocated an enrolment load (list of units of competency to be completed) which is consistent with the expected duration of the qualification being studied.

Extending the duration of a student's COE on the basis of lack of satisfactory academic performance  
Monitoring of academic progress is fully specified in the associated BIOT policy and procedure related to Standard 10 of the ESOS National Code.

It involves:

- Early detection of, and intervention in, unsatisfactory academic performance
- Review of academic performance at end of first study period
- Monitoring and implementing intervention strategies for students with lack of satisfactory academic performance during a consecutive study period.
- Review of academic performance at end of consecutive study period.

BIOT policy and procedure for monitoring academic progress, ESOS National Code 10, consistent with the Department of Education-DIBP Policy and Procedure, indicates that at all stages of reviewing the performance of students and implementing intervention strategies, the likely or possible impact on the student's course duration will be considered and noted. The benchmark for consideration is twofold, namely

- The study program as outlined in the Training and Assessment Strategy and
- the end date for the course as specified on the students' COEs.

Using these benchmarks the Course Coordinator in conjunction with the RTO Manager will determine that the student's academic progress is such that the student, no matter what intervention strategy is implemented, cannot reasonably complete his or her course within the expected duration as specified on the student's CoE. This would normally be done as part of the academic review process conducted at the end of a student's penultimate, study period. In simple terms the Course Coordinator in conjunction with the RTO Manager, decide in conjunction with the student that it is not possible for the student to successfully complete all the remaining units necessary for the award of the qualification within the expected duration. Using the allocated hours identified in the Training and Assessment Strategy and the proposed delivery schedule of the college the Skills Department Head/ Course Coordinator identify the expected extra time required for the student to fully complete the requirements of the qualification.

On determination of the additional time and agreement with the student which is after the student completes and signs a request form and RTO Manager approves it, the RTO Manager will formally advise the Student Admin Officer/ Staff in writing, that a new CoE should be issued to extend the duration of the student's study.

The Student Admin Officer/ Staff will notify the Secretary of Department of Education through PRISMS within 10 working days.

Copies of all outcomes and notifications related to the process are kept on the student's file in accordance with BIOT's policies and procedures.

### **Extending the duration of students COE on the basis of compassionate and compelling circumstances**

In some cases involving student well being, BIOT may consider extending the duration of a student's period of enrolment on the basis of a period of student or College initiated suspension being granted for compassionate or compelling circumstances.

Compassionate and compelling circumstances generally include:

- a. serious illness or injury where a medical certificate states that the student is unable to attend class
- b. bereavement of close family members such as parents or grandparents (documented evidence must be provided).

- c. serious illness, accident or family incident which requires emergency travel which has impacted on the student's studies;
- d. the inability to begin study on the course commencement date stated on the Confirmation of Enrolment (CoE) due to delay in receiving a student visa
- e. major political upheaval or natural disaster in the home country requiring their immediate travel
- f. a traumatic experience which could include but is not limited to:

- involvement in or witnessing of an accident or
- a crime committed against the student or
- the student has been a witness to a crime and this has impacted on the student

In granting approval or initiating a suspension on the basis of compassionate or compelling reasons BIOT will examine the impact of such a period of suspension on the expected duration of the course. Normally as a part of approval of such a suspension the Course Coordinator/ RTO Manager will develop an agreed action plan in conjunction with the student so that the absence from the college will have minimal impact on course duration. Such an action plan may include

- Additional reading and self paced activities
- Delayed assessment
- Self directed project work
- Workbook activities

If the approval of such a suspension is likely or possible to impact on the expected course duration the Course Coordinator will note this on the student file.

The Course coordinator in conjunction with the RTO Manager will determine if the period of suspension is such that the student, no matter what intervention strategy is implemented, cannot reasonably complete his or her course within the expected duration as specified on the student's CoE. This would normally be done as part of the academic review process conducted at the end of a student's penultimate, study period. In simple terms the Course Coordinator and the RTO Manager, decide in conjunction with the student whether it is possible, because of the period of suspension granted on the basis of compassionate or compelling circumstances, for the student to successfully complete all the remaining units necessary for the award of the qualification within the period of a single term. Using the allocated hours identified in the Training and Assessment Strategy the RTO Manager and Course Coordinator identify the expected extra time required for the student to fully complete the requirements of the qualification.

On determination of the additional time and agreement with the student which is after the student completes and signs a request form and RTO Manager approves it, the RTO Manager will formally advise the Student Admin Officer/ Staff that a new CoE should be issued to extend the duration of the student's study. BIOT will notify the Secretary of Department of Education through PRISMS within 10 working days.

Copies of all outcomes and notifications related to the process are kept on the student's file in accordance with the BIOT's policies and procedures.

### **Extending the duration of students COE on other grounds**

In some cases involving student actions, BIOT may consider extending the duration of a student's period of enrolment on the basis of grounds other than academic performance or compassionate or compelling circumstances. Such grounds are generally defined in ESOS national code 13. In these matters BIOT is generally the initiator of action in relation to the student. The matters normally arise from periods of college initiated suspension, and give the student the right to access BIOT's Complaints and Appeals procedures. Where the decision of the college is upheld and a period of suspension prevails the college will work with the student through the RTO Manager to minimise the impact on the course duration. Such actions as is the case for compassionate and compelling circumstances may include

- Additional reading and self paced activities

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- Delayed assessment
  - Self directed project work
  - Workbook activities

To be undertaken during the period of suspension.

The Course Coordinator in conjunction with the RTO Manager will determine if the period of suspension is such that the student, no matter what intervention strategy is implemented, cannot reasonably complete his or her course within the expected duration as specified on the student's CoE.

On determination of the additional time and agreement with the student which is after the student completes and signs a request form and RTO Manager approves it, the RTO Manager will formally advise Student Admin Officer that a new CoE should be issued to extend the duration of the student's study. The Student Admin Officer will notify the Secretary of Department of Education through PRISMS as soon as practicable.

## **RESPONSIBILITY**

**RTO Manager** The RTO Manager has responsibility to ensure that all administrative and teaching staff are aware of the requirement for students to satisfactorily complete the course within the specified time and of the obligation of the BIOT to intervene if it is perceived that the student is 'At Risk' of not finishing on time. Issuing a new COE extending a student's period of study is a last resort action of the BIOT and it is the responsibility of the RTO Manager on the advice of the Course Coordinator, to approve such an extension.