

# Completion within Expected Duration Policy and Procedure



## 1. Purpose

The purpose of this policy is to ensure that international students complete their studies within the expected duration of the program, as specified on the student's Confirmation of Enrolment (CoE), in compliance with the National Code 2007 (Standard 9).

## 2. Related Standard

Standard 9 (The National Code 2007)

## 3. Scope

This policy applies to all international students studying at Ultimate Institute of Australia.

## 4. Responsibility

Ultimate Institute's Administration Manager and the Training Manager are responsible for the implementation and maintenance of the policy and to ensure that the staff are aware of its application and procedures.

## 5. Policy

All international students studying at Ultimate Institute of Australia 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 Ultimate Institute only extends the duration in the circumstances outlined in Standard 9 of the National Code of Practice for providers to international students.

## 6. Procedure

- The Training Manager is responsible for ensuring that the students complete their studies within the expected duration of the course as specified in the student's CoE. Ultimate Institute of Australia will not offer distance or online learning.
- The 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. (Please refer to E1001 Course progress monitoring and support policy and procedure)
- The Administration Manager 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. Ultimate Institute shall endeavour to ensure all students are given the opportunity to complete their studies within this timeframe. A copy of each student's

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CoE will be kept on the student's file and variations to the CoE will also be retained within the student file and the student management system.

- While Ultimate Institute does not report students on the basis of unsatisfactory attendance, students will be encouraged to attend sufficient number of classes. At Ultimate Institute 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, Ultimate Institute 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, managed and appropriate intervention processes followed where students are not meeting these requirements at the end of each study period. Ultimate Institute 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
  - 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 Ultimate Institute 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 student's 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 increased 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

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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 PRISMS updated by making student course variation and the reasons for it 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.

- Ultimate Institute 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. Ultimate Institute will implement its intervention strategy for students who are at risk of not meeting satisfactory course progress;
  - b. Compassionate or compelling circumstances will be considered, this could include but are not limited to serious illness or injury, where a medical certificate states that the student was unable to attend classes
  - c. bereavement of close family members such as parents or grandparents
  - d. major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or
  - e. a traumatic experience which could include:
    - involvement in, or witnessing of a serious accident
    - witnessing or being the victim of a serious crime; or
  - f. An approved deferment or suspension of study has been granted under standard 13 of the ESOS standards.
- All relevant meetings will 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 records / documents of reasons and the decision process to be kept in student files.

## 7. Associated Procedures / Documents

Variation - Course, Duration, CoE Form

## 8. Review History:

Revision	Date	Description of modifications
1 1.0	June 2015	Policy created and approved
2 1.1	August 2016	Policy updated and approved
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