



COMPLETION WITHIN EXPECTED DURATION POLICY

PREAMBLE

The College is required under the National Code to ensure that international students complete the course within the duration specified on their CoE. This policy sets out the College's procedures to ensure course progress is monitored and maintained or if/when circumstances dictate, course progress is modified and reported.

DEFINITIONS AND ACRONYMS

"CoE" means the confirmation of enrolment.

"College" means Australian Pacific College, English Unlimited and Australian Pacific Travel and Tourism.

"Compassionate or Compelling Circumstances" occurs when circumstances are generally those beyond the control of the student that are having an impact on the student's progress through a course. These could include:

- i) serious illness, where a medical certificate states that the student was unable to attend classes
- ii) bereavement of close family members such as parents or grandparents
- iii) major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
- iv) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
- v) where the College was unable to offer a prerequisite unit
- vi) inability to begin studying on the course commencement date due to delay in receiving a student visa

For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student's progress through a course.

"CRICOS" means the Commonwealth Register of Institutions and Courses for Overseas Students as prescribed by section 10 of the Education Services for Overseas Students Act 2000 (Cth)

"ELICOS" means English Language Intensive Courses for Overseas Students.

"Expected Duration" means the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.



“Intervention Strategy” means strategies to assist students to achieve satisfactory course progress and/or attendance and may include;

- i) additional supervised study periods or classes
- ii) additional language support
- iii) attendance at counselling sessions to assist with personal issues that may be impacting studies
- iv) providing a mentor
- v) increasing monitoring of students
- vi) other intervention strategies or a combination of intervention strategies as deemed necessary

“Medical Certificate” means a certificate issued by a registered medical provider such as hospitals, doctors, dentists, physiotherapists, chiropractors, optometrists, ophthalmologists, psychiatrists and psychologists. The College does not accept certificates from alternative medical practitioners such as herbal practitioners, acupuncturists, Chinese therapists, massage therapists, iridologists, psychics etc.

“National Code” means the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

“Policy” means this Completion within expected duration policy.

“PRISMS” means the Provider Registration and International Student Management System.

“Study Period” means:

- a) for ELICOS courses: the lesser of 6 months (26 weeks) or half the length of the CoE for the course; and
- b) for VET courses: 1 term, or where the course is 1 term in length or shorter, 2 consecutive subjects.

“VET” means vocational education and training.

1. SECTION 8 OF THE NATIONAL CODE

1.1 Section 8 of the National Code states that

8.2 The expected duration of study specified in the overseas student’s CoE must not exceed the CRICOS registered duration.

8.3 The registered provider must monitor the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student’s CoE.

8.16 The registered provider must not extend the duration of the overseas



student's enrolment if the overseas student is unable to complete the course within the expected duration, unless:

8.16.1 there are compassionate or compelling circumstances, as assessed by the registered provider on the basis of demonstrable evidence, or

8.16.2 the registered provider has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or

8.16.3 an approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment).

8.17 If the registered provider extends the duration of the student's enrolment, the provider must advise the student to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

2. PROCEDURE

2.1 The Registrar of the College will ensure that CoEs are issued with the length of the course being no longer than the course duration as registered on CRICOS.

2.2 The College commits to and supports its students in completing their course within the Expected Duration.

2.3 Course progress must be monitored in accordance with the Course Progress Policy. As part of the assessment of course progress, at the end of each Study Period the College will undertake an assessment of whether the student's progress is such that they are expected to complete their course within the Expected Duration of the course or will need to participate in an Intervention Strategy to do so (refer to the College's Intervention Policy).

2.4 The College will only extend the duration of a 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, because:

- i) the student's studies have been affected by Compassionate or Compelling Circumstances;
- ii) the College has implemented its Intervention Strategy because the student is at risk of not meeting satisfactory course progress;
- iii) an approved deferment or suspension of studies has been granted.



- 2.5 Except in circumstances specified above, the Expected Duration specified in the student’s CoE must not exceed the CRICOS registered length.
- 2.6 In the event the duration of a student’s enrolment has been extended, the College will ensure that appropriate reporting on PRISMS occurs and that students are advised via email to contact immigration about any potential impacts on their visa including the need to get a new visa.
- 2.7 The College will maintain in the student’s file all relevant documents and records relating to any of the following conditions (if they necessitate the extension of the duration of student’s study):
 - i) Compassionate or Compelling Circumstances;
 - ii) student participation in an Intervention Strategy;
 - iii) an approved deferment or suspension of study has been granted in accordance with the College’s Deferment, Suspension and Cancellation Policy.
- 2.8 Where the College decides to extend the duration of the student’s study due to conditions as listed above, and the student agrees to this, the College will update the student’s records on PRISMS and issue a new CoE if required.

POLICY REVIEW

This Policy will be reviewed as part of the College’s three year policy review cycle or as required by regulatory changes.

RELEVANT LEGISLATION

This document references the following legislation, regulations, codes and standards:

Relevant Legislation/codes/standards	
Commonwealth	National Code of Practice for Providers of Education and Training to Overseas Students 2018



RELATED POLICIES AND PROCEDURES

This document references the following College policies and/or procedures:

Related Policies and Procedures	
Policies	Course Progress Policy v1.8, Deferment, Suspension and Cancellation Policy v2.4

KEYWORDS

Keywords	completion of course, expected duration, compassionate or compelling circumstances, intervention strategy
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POLICY OWNER

Policy Owner	Learner Experience Enterprise Unit
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POLICY/PROCEDURE HISTORY

Policy History			
Current version	Current version release date	Author	Description of changes
Completion within Expected Duration v1.3R	23 March 2015	Sharon Luhr	Original Document
Completion within Expected Duration v1.5R	December 2017	Sara Gaudry	Full update in accordance with the Policy and Procedure Template v1.0, Guidelines for Drafting Policies and Procedures v1.0 and the National Code.
Completion within Expected Duration v1.5R	May 2019	Sara Gaudry	Updated letterhead and addition of Policy Owner.