

Course Completion within Expected Duration Policy & Procedure



1. Policy

This policy and procedure seeks to ensure compliance with Standard 8 of the National Code 2018 to ensure that students enrolled with ABCI complete the course within expected duration, and as per study plan.

2. Responsibility

The Course Coordinator and Student Services Officer are responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

3. Procedure

The following procedures ensure that students complete their studies within the expected duration of the course and ABCI only extends the duration in the circumstances outlined in Standard 8 of the National Code of Practice for Providers to International Students.

- ABCI defines Study load for an international student as 20 hours per week and duration of a standard study period for ABCI may vary between 10 -15 weeks (per term). Duration of specific courses is reported in the respective course Training and Assessment Strategy (TAS), and course marketing materials.
- The Course Coordinator / Student Services Officer and an assigned trainer are responsible for monitoring students course progress and ensuring that the intervention strategy is put in place for students identified at risk of not completing the program within the expected duration, in accordance with ABCI Satisfactory Course Progress Policy.
- The Student Services Officer is responsible for monitoring the students' CoE course duration and making variations to CoEs where an extension is required based on intervention outcomes as defined in ABCI Satisfactory Course Progress Policy.
- A copy of the CoE will be kept in each student's file, and evidence of variations to the CoE will also be retained within the student file and the Student Management System.
- Procedures for monitoring course progress and attendance shall be implemented and appropriate intervention processes followed where students are not meeting course requirements at the end of each study period. ABCI shall monitor all students' ability to complete their course within the expected duration in a number of ways:
 - Trainers / Assessors will check to ensure that students are progressing across all areas of training being provided, and identify any issues or students at risk.
 - Course progress will be monitored for each unit by Student Administration and the Student Services Officer.
 - Timetables and schedules for each course will be produced and provided to all students and staff. These will be reviewed by the Student Administration Officer at the end of each study period, or earlier if required.

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Where a student is identified as being at risk of not completing the program within the expected duration, ABCI shall implement appropriate intervention strategies as defined in its Satisfactory Course Progress Policy.

These intervention steps will include a meeting with the student to identify the reasons why the student is 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:

- Requesting that the student make an appointment with the relevant trainer to redo failed units,
- Requesting that the student to redo failed units during the college break time in college,
- Providing one-to-one assistance and counseling with a qualified trainer,
- Discussing with other trainers and/or other relevant staff members issues relating to time management skills, examination techniques, motivation and other issues which may be impacting on the student's ability to complete his or her course,
- Reducing the student's unit load temporarily,
- Where appropriate, request that the student undertake an English language course to improve his or her English to a level that will enable the student to complete his or her VET course satisfactorily. Such additional English classes may incur a fee,
- Extending the students CoE end date to enable the student to complete units.
- During the course of an intervention, where the trainer/assessor identifies that the student may still not satisfactorily complete the 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 Services Officer will prepare an intervention strategy as per ABCI Satisfactory Course Progress Policy 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 and variation will be recorded in PRISMS and student's file including the reasons of variation.
- ABCI 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. ABCI implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress;
 - b. Demonstrable evidence of 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 8 of the National Code 2018

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- 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,
- If ABCI extends the duration of the student's enrolment, the student will be advised to contact Department of Home Affairs (DHA) to seek advice on any potential impacts on their visa, including need to obtain a new visa.

Associated documents:

- ABCI Course Progress Policy and Procedures
- Student Attendance Policy

Revision History

Revision	Date	Description of modifications
1.0	Oct 2018	Original
1.1	Oct 2020	Contextualization of previous policy
2.1	Nov 2020	Made changes to reflect current operations.