



Completion within the expected duration of study policy and Procedure

The purpose

This policy is to ensure that learners understand the expected duration of the courses they have enrolled in, therefore ACE College will monitor the progress of each learner to ensure that the students are in a position to complete the course with the expected duration specified on COE.

Australian College of Excellence will ensure that any variation of the course will be handled according to standard 8 of the National Code 2018.

Scope

The policy and procedure apply to all international students enrolled in ACE College and staff involved in the student course variation process.

Definition

The compulsory study duration is a duration in which the student must enroll unless granted deferment or suspension from enrolment or leave from studies as per the deferment, suspension, and cancellation of the enrolment procedure (ESOS specific Procedure).

COE: Confirmation of Enrolment- a document that provides evidence of a student's enrolment with the college. The evidence is required before Home Affairs will issue a student visa.

COE contains information about the agent if involved and the course and duration in which the student enrolled in.

Compassionate or compelling circumstances

These are circumstances that are beyond the student's control, and which will have an impact on the student's course progress and well-being. This could include, but is not limited to:

- Serious illness and injury which will require medical certificate stating the medical conditions which made the students unable to attend the classes.
- Bereavement of close family members, parents and etc.
- Major political upheavals and natural disasters require emergency travel and have a serious impact on the student's studies.



- Traumatic experience, including involvement in or witnessing a serious accident.
- Or being the victim of serious crime
- When this has an impact on the student, such cases should be supported by the Police or other consultants.
- Inability to study the course date stated in COE due to the delay in receiving a student visa.
- Where the student was granted post-commencement deferral or suspension which made him unable to complete the course with the expected duration.

Expected Duration:

For the purposes stated in standard 8, the expected duration of the course should be specified on the student's COE. The duration for Overseas students should not differ from the length of the course as registered on CRICOS expected where the course credit has been approved.

Deferral is a postponement of the commencement of the course.

Suspension: temporary postponement of enrolment during the course

Procedure:

The policy should be in conjunction with ACE College student deferral, suspension, and cancellation and Monitoring course progress policy.

Australian College of Excellence will ensure:

Monitor the student's enrolment load and student course progress and ensure that students will complete their course within the expected duration of the study mentioned in COE.

Extend the duration of the student's study only when:

- The student demonstrates compassionate and compelling circumstances assessed by the college and evidenced.
- As a result of intervention which results in identifying that student at risk of not achieving satisfactory course progress.

When the student's study duration is extended, the college will ensure to:

- Assess and process the student course extension in a legitimate manner.
- Document course extension assessment and decision-making process in SMS and student's eFile and
- Communicate with the student outcomes of the course extension on time.

Course Extension:

Students might find they are unable to complete their course within the duration stated in COE for compelling reasons, they must contact student services and submit a completed request for a course extension form. The college will always encourage the students to complete their courses within the expected duration and the students will identify the study progress of each student.



The students who fail to complete the course within the expected duration stated in COE will be requested to attend intervention sessions and complete the units within the reasonable timeline given during the intervention and an extension will be given based on the college assessment or the students may be enrolled in another to complete the unachieved units if the student is not able to increase the study load. The application will be assessed on a compassionate and compelling basis by the college.

The students who received the intention to report notification IRT due to not meeting the course progress requirements will be advised within 20 working days to access the appeal process at the college. If the student is in the last term of the student and the appeal is approved the student agrees to the academic intervention plan and must apply for a course extension within five days of the receipt of the appeal approval outcome.

The completed extension forms must be submitted to the student services officer.

If the course extension is granted by the college, the student will receive extended COE with the period needed to complete the course and the reason will be reported in PRISM.

When the course requires an extension and is followed by a second course, a new letter of offer will be issued to the student for the second course with the changes where applicable with course start and end dates and fees and conditions.

The assessment and process of the course variation for individual students must be documented in the student's file and recorded in the Student Management System and PRISMS.

Document Control

Policy Owner	ACE College
Endorsed by	RTO Manager
The person responsible for the implementation	All staff members and student support Officer
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