



Course Completion Within Expected Duration

POLICY AND PROCEDURES

Document ID	Course Completion Within Expected Duration Policy and Procedures
Related Documents	<ul style="list-style-type: none"> - Student Code of Conduct; - Student Selection and Enrolment Policy and Procedures; - Course Progress and Intervention Policy and Procedures; - Student Complaints and Appeals Policy and Procedures; - Student Induction and Orientation Policy and Procedures; - Privacy and Data Protection Policy and Procedures; - Access and Equity Policy and Procedures;
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References and Legislation	<ul style="list-style-type: none"> - Education Services for Overseas Students Act 2000 (Cth); - Education Services for Overseas Students Regulations 2001; - National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. - Standards for Registered Training Organisations (RTOs) 2015.

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COURSE COMPLETION WITHIN EXPECTED DURATION POLICY AND PROCEDURES

1 Purpose

- 1.1** The purpose of this policy and procedures is to ensure that students enrolled at Chambers School of Business ('the School') complete their course within the expected duration of study. The School will only allow students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances, in compliance with:
- a) The relevant standards of National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 ('the National Code 2018');
 - b) The relevant standards of the Standards for Registered Training Organisations (RTOs) 2015.

2 Scope

- 2.1** This Policy applies to all staff and enrolled students participating in units of competency in all courses of study at the School.
- 2.2** This Policy and procedures applies to all staff members associated with the course progress monitoring process at the School.
- 2.3** It should be noted that the procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law.
- 2.4** This document should be read in conjunction with other related policies.

3 Policy Statement

This Policy aims to ensure that the School's framework for monitoring course progress and the procedures used to ensure that students complete their studies within the expected duration specified in their Letter of Offer and CoE are compliant with the requirements of Standard 8 and 9 of the National Code 2018. This policy and procedures recognises that the School must only grant an extension to the duration of an international student's study in the limited circumstances listed in Standard 8.16 of the National Code 2018.

4 General Principles of Course Completion Within Expected Duration

- 4.1** This Policy and its related procedures demonstrate the School's commitment to:
- a) Remaining compliant with all codes and standards regarding overseas student course completion within expected duration;
 - b) Treating all students fairly and openly;

- c) Maintaining student confidentiality and privacy except as required by law;
- d) Making all pertinent information available to students identified as at risk of not achieving satisfactory course progress;
- e) Making available all necessary support to students identified as at risk of not achieving satisfactory course progress;
- f) Ensuring all Equity, consistency, transparency and natural justice principles are observed.
- g) Respecting all Privacy laws.

5 Policy

5.1 Monitoring Enrolment Load

- a) As per the School's Student Induction and Orientation Policy and Procedures, the School will ensure that during new student orientation and induction process, students are well informed of their responsibilities as they relate to academic / course progress and how course progress, or lack thereof, impacts on the international student CoE and Visa.
- b) The School will implement documented policies and procedures 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.
- c) The School will design its course timetables (including assessments schedule) to meet the requirements of the expected duration of the course as specified in the CoE and PRISMS.
- d) The School is under no obligation to issue a student a new CoE unless the student has clearly requested such an extension in writing.
- e) The School's Academic Review Committee, or its delegate, will monitor academic progress to ensure that international students will be able to complete their course within the expected duration as specified on the student's CoE.
- f) The School's Academic Review Committee, or its delegate, will monitor and assess the course progress of each student for each course in which students are enrolled.
- g) As a minimum, the School's Academic Review Committee, or its delegate, will assess each student's progress at the end of each Study Period. However, the School believes that it is more important to assist students throughout their period of study so that students are in the best position to achieve their academic goals within their enrolment period. The School's trainers and assessors will regularly assess their students' progress on an individual basis to determine whether their students are able to complete their studies within their period of enrolment. This means that the School will continuously evaluate students' performance during their enrolment period.
- h) Whilst Unsatisfactory Course Progress is often defined as not demonstrating competency in 50% or more of the course requirements in a Study Period, the School intends to continuously evaluate students' performance during and throughout each Study Period. On this basis, where necessary, the School will evoke its Risk Intervention Strategy, as detailed in the Course Progress and Intervention Policy and Procedures, that will be specifically designed to assist students in achieving their academic goals.

- i) Students must make up for failed units by proportionally increasing their enrolment load in future study periods, including by attending extra catch-up classes and supervised study sessions.
- j) Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:
 - I. Serious illness or injury, 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 emergency travel when this has impacted on the student's studies; or
 - IV. A traumatic experience which could include:
 - Involvement in, or witnessing of a serious accident;
 - Witnessing or being the victim of a serious crime when this has impacted on the student - these cases should be supported by police or psychologists' reports;
 - Inability to begin studying on the course commencement date due to delay in receiving a student visa.
- k) The School will use professional judgment and assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, the School will consider documentary evidence provided to support the claim, and will keep copies of these documents in the student's file.

5.2 Extending Course Duration

- a) The student may apply for consideration of compassionate or compelling circumstances affecting the duration of the student's course. These are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing.
- b) Students must submit verifiable documentary evidence when applying for the scheduled duration of their course to be extended.
- c) The School will use professional judgment and assess each case on its individual merits.
- d) When determining whether compassionate or compelling circumstances exist, the School will consider documentary evidence provided to support the claim, and will keep copies of these documents in the student's file.
- e) The School 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:
 - I. compassionate or compelling circumstances, as assessed by the School on the basis of demonstrable evidence; or
 - II. the School 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
- III. an approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 of the National Code 2018.
- f) failing occasional units throughout the course, but not performed so poorly as to be identified by the School's intervention strategy for course progress. In this case, the School would need to document the findings of the monitoring process and the decision to extend the student's duration of study in order to complete the course.

6 Procedure

- 6.1 For all of the courses offered at the School, course duration and approval is gained through the application process with ASQA.
- 6.2 The availability of support services is communicated pre and post enrolment to assist students in completing their course within the expected duration.
- 6.3 Students attempt each unit within their course as per the course schedule provided.
- 6.4 Student course progress is monitored and intervention employed where appropriate, as per the School's Course Progress and Intervention Policy and Procedures.
- 6.5 Ensuring Students are Informed
 - a) The School will enrol international students on the basis of the Letter of Offer and Acceptance Agreement, the CoE and the student visa, as per the School's Student Selection and Enrolment Policy and Procedures. This establishes the planned study load.
 - b) The School will ensure that during orientation and induction, students are well informed of student responsibilities as they relate to academic / course progress and how this progress, or lack thereof, impacts on the international student CoE and Visa, as per the School's Student Induction and Orientation Policy and Procedures.
 - c) International students are issued timetables at the beginning of their course indicating the scheduled duration.
 - d) The importance of attending all classes is explained along with completing all assessment tasks as per the course schedule.
- 6.6 Monitoring Course Progress
 - a) The School implements an intervention strategy to assist students who are identified as being at risk of not completing their course within the expected duration.
 - b) Students' course progress is monitored as per the School's Course Progress and Intervention Policy and Procedures.
- 6.7 Extending Scheduled Course Duration
 - a) If after having their program modified and/ or being placed on an intervention strategy, a student is still unable to complete their course within the expected duration, the School will extend the duration of the CoE only in compliance with this Policy and procedures.
 - b) All changes to a student's course duration are reported to Department of Education via PRISMS and records /documents/ reasons for the decision are placed in student files.
 - c) Students are issued with a new CoE.
- 6.8 Issuing an Intention to Report (ITR) Letter

- a) The Student Support Manager will issue student with an Intention to Report (ITR) as per the School's Course Progress and Intervention Policy and Procedures:
- b) The Intention to Report (ITR) notification will include:
 - I. informing the student of the reason for the Intention To Report (ITR) being issued;
 - II. reminder to student of their obligations towards the School;
 - III. reminder to students of their obligations towards their visa status;
 - IV. instructions for seeking further information or clarification;
 - V. instructions for appeals.

6.9 Responsibilities

- a) The School will attempt to ensure all students are given the support and opportunity to complete their studies within allowed timeframe.
- b) The Academic Manager, in collaboration with Student Support Manager is responsible for ensuring that the students complete their studies within the expected duration of the course as per the School's Course Progress and Intervention Policy and Procedures.
- c) The Academic Manager in collaboration with Student Support Manager and the relevant trainer are responsible for monitoring students course progress and ensuring that the intervention strategy is put in place for students where students are identified as being at risk of not completing the program within the expected duration as per the School's Course Progress and Intervention Policy and Procedures.
- d) The Student Support Manager is responsible for monitoring the students' CoE course duration and make amendments to COEs where extensions are granted based on this policy and procedures and the School's Course Progress and Intervention Policy and Procedures.
- e) Students are required to complete their studies within the timeframe indicated on their CoE and student visa.
- f) Duration of a standard study period at the School is 10 weeks forming 1 Term.
- g) Study load for an international student will be 20 hours per week.

6.10 A copy of CoE, as well as any amendments thereof, will be retained in the student file and recorded in the student management software system.

6.11 During the course of intervention, where the trainer/assessor identifies that the student may not satisfactorily complete the increase study load (including the not yet competent units from the previous study period) the study load may be varied to allow satisfactory course progress.

7 Confidentiality

7.1 All information relating to students regarding completion within expected duration will be treated as confidential and in accordance with the School's Privacy and Data Protection Policy and Procedures.

7.2 The School will maintain confidentiality to ensure that:

- a) No information will be released without the agreement of the individual or group involved.

8 Appeals

- 8.1 If the student is not satisfied with any decision relating to completion within expected duration, the student has the right to appeal the decision in accordance with the Student Complaints and Appeals Policy and Procedures. In this event, the School will maintain the student's enrolment in the course or courses in which he or she is enrolled to study until the appeals process is completed.
- 8.2 An appeal must be lodged in writing to the Student Support Manager within 20 working days from the date of the decision was taken.
- 8.3 The appeal should include the following details:
 - a) the student's full name (family/surname and first name), student number and contact details,
 - b) the nature of the decision or matter being appealed,
 - c) the basis for the appeal,
 - d) details of the specific outcome sought by the student, and
 - e) copies of all relevant documents.
- 8.4 An appeal may not be proceed if:
 - a) no reasonable grounds are stated for the appeal,
 - b) no new or different grounds are stated for the appeal from those already considered by the Principal, or nominee,
 - c) the student has not ensured that they are in a position to receive all notifications from the School. Late or no receipt of official letters will not be accepted as grounds for appeal if changes of address have not been notified and received by the School, or
 - d) the appeal is lodged outside the 20 working day timeline specified above.

9 Further Information and Assistance

- 9.1 Students should seek clarification on any aspects of this Policy and its related Procedures prior to accepting an offer of admission made by the School.
- 9.2 Student assistance is available by contacting School Reception or Student Support.
- 9.3 Students may make an appointment with the Student Support Manager for assistance with their request relating to this Policy and its related Procedures.
- 9.4 Contact details for the School are outlined as follows:

Phone: +61 2 88220 0205

Address: Level 4,
79 George Street, PARRAMATTA
NSW 2150

Email: studentsupport@CSB.edu.au

NOTE: For definitions and explanation of the terms used in this policy and procedures, please refer to the document titled '***Glossary of Terms.***'