

# Course Completion within Expected Duration Policy & Procedure

## 1. Policy

This policy and procedure supports Standard 8 of the National Code 2018 to ensure that students enrolled with RGIT Australia complete the course within expected duration and as per study plan.

## 2. Responsibility

The Training Manager and Student Services Manager 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 RGIT only extends the duration in the circumstances outlined in Standard 8 of the National Code of Practice for Providers to International Students.

- RGIT defines Study load for an international student as 20 hours per week and duration of a standard study period for RGIT is 10 weeks (1 term).
- The Training Manager/Student Administration 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 as per RGIT Satisfactory Course Progress Policy.
- The Student Services Manager is responsible for monitoring the students' CoE course duration and make variations to COEs where extension is required based on intervention outcomes as defined in RGIT Satisfactory Course Progress Policy.
- A copy of CoE will be kept in each student's file and variations to the CoE will also be retained within the student file and the Student Management System (RTO Manager).
- Procedures for monitoring course progress and attendance shall be implemented and appropriate intervention processes followed where students are not meeting these requirements at the end of each study period. RGIT 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 will be monitored for each unit by Student Administration and the assigned Coordinator or the Student Services Manager.
  - Timetable and schedule for the course will be developed and implemented and reviewed by the Student Admin 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, RGIT shall implement appropriate intervention strategies as

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defined in its Satisfactory Course Progress Policy.

These intervention steps will include a meeting with the student to identify the cause that compelled 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:

- Requesting that the student make an appointment with the reassessment officer 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 counselling 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 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.
  - 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 Manager will prepare intervention strategy as per RGIT 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.
  - RGIT 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. RGIT 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 RGIT 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:

- RGIT Course Progress Policy and Procedures
- Student Attendance Policy (VET)

## 4. Revision History

Version	Revision	Changes
1.0	October 2013	Created
2.0	December 2014	Review
2.1	January 2015	Update
2.2	January 2016	Minor update
3.0	January 2018	Revised - New National Code
4.0	August 2018	Update (Academic Principal and DHA) and proofread
4.1	May 2019	Update (Replaced Academic Principal with Training Manager)
4.2	May 2020	Updated footer