



Extending Course Duration Policy and Procedure

1.0 Regulations (International students only)

This policy/procedure is implemented to support with Expected Duration of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018' - The National Code 2018 and RTO 2015 Standards.

2.0 Policy

To enable compliance with The National Code 2018 and RTO 2015 standards, international students are required to complete their studies within the expected duration of the program, as specified on the student's Confirmation of Enrolment (Coe).

- 2.1 SHIC implements this policy and procedures to monitor 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.
- 2.2 SHIC ensures that the expected duration of study specified in the student's Coe must not exceed the CRICOS registered course duration, except as outlined in clauses 2.4 (compassionate and compelling circumstances) and 3.9 (Course Variation).
- 2.3 SHIC monitors each student's enrolment load and takes appropriate action to keep students on track. The process of monitoring student's enrolment load is provided in SHIC's Monitoring International Student Academic Progress Policy and Procedures.
- 2.4 SHIC may 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. Compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where SHIC was unable to offer a pre-requisite unit).

Other examples of circumstances could include but are not limited to:

- i. Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes;
- ii. Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- iii. Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- iv. A traumatic experience which could include:
 - v. involvement in, or witnessing of a serious accident; or
 - vi. witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)



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- b. assessing and identifying students who have failed to meet the academic requirements or were at risk of not meeting satisfactory course progress; or
- c. An approved deferment or suspension of study has been granted in accordance to the Deferring, Suspending or Cancelling Student's Enrolment policy and procedures.

2.5 SHIC does not provide any distance or on-line learning to ensure the ability to maintain contact with students and monitor any issues that students may have.

3.0 Procedure

3.1 Students are required to complete their studies within the timeframe indicated on their Coe in order to meet their student visa conditions. SHIC shall endeavour to ensure all students are given the opportunity to complete their studies within this timeframe. A copy of each student's Coe will have kept on the student's file and variations to the Coe will also be retained within the student file.

3.2 Procedures for monitoring course progress shall be implemented and appropriate intervention processes followed where students are not meeting these requirements. SHIC shall monitor all students' ability to complete their course within the expected duration in a number of ways:

- Trainers shall meet regularly to ensure that students are progressing across all areas of training being provided.
- Monitoring of course progress by the **Intervention Officer**.
- Ensuring complete timetable and schedule for the program is developed, implemented and reviewed where required.

3.3 Where a student is identified as being at risk of not completing the program within the expected duration through lack of course progress SHIC shall implement appropriate intervention steps to ensure students are given reasonable opportunity to complete their course within the nominated duration.

3.4 These intervention steps will include meeting with the student to identify the cause that is placing 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:

- Extra tuition and support to be organised
- Timetable adjustments
- Personal strategies to improve the student's ability to complete the course requirements
- Review of assessment strategies
- Variation of student enrolment load

3.5 Where a student is identified of being at risk of not completing their course in the expected duration due to lack of course progression, the student's enrolment load may be adjusted 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.



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3.6 SHIC 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. compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where SHIC was unable to offer a pre-requisite unit);
- b. SHIC implements its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
- c. An approved deferment or suspension of study has been granted under the ESOS Standards.

3.7 All meetings must be documented and any strategies arranged must also be documented.

3.8 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.

3.9 Course Variations

When the student can only account for the variation/s by extending his or her expected duration of study, a Course Variation occurs. The student will be asked to submit a Request form.

As a result, SHIC will report the variation via PRISMS and issue a new Coe. A new course timetable will be issued accordingly. The new COE along with the new course timetable and the signed Request form will be placed in the student file, copies will be provided to the student.