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## COMPLETION WITHIN EXPECTED DURATION POLICY AND PROCEDURE

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<b>POLICY TITLE:</b>	COMPLETION WITHIN EXPECTED DURATION POLICY AND PROCEDURE
<b>POLICY NUMBER:</b>	<b>WIP0910 - 019</b>
<b>RESPONSIBILITY:</b>	MANAGER, STUDENT ADMINISTRATION

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### 1. Aim

In accordance with the requirements of Standard 9 of the National Code 2007, WAIFS monitors the workload of students to ensure they can complete the course within the duration specified in their CoE and do not exceed the allowable portion of online or distance learning.

WAIFS will only enable students to extend their expected duration of study for the course through the issuing of a new CoE in limited circumstances.

### 2. Definitions

A *compulsory study period* is one in which the student must enrol unless granted a deferment or suspension from enrolment or leave of absence under Standard 13. A compulsory study period does not include periods in which the student can elect to undertake additional studies.

For the purposes of Standard 9, the expected duration of a course is the duration of the course as registered on The Australian Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

### 3. Policy

- 3.1 Students' academic progress will be monitored to ensure that international students will be able to complete their course within the expected duration as specified on the student's Confirmation of Enrolment.

WAIFS requires that a student's academic progress is monitored at:

- (i) Half way through a study period;
- (ii) The end of each study period;
- (iii) Any other period where a student's academic progress is of particular concern (e.g. as a result of poor/erratic attendance indicating poor progress).

- 3.2 Unsatisfactory academic progress will be handled as described in the Academic Progress Policy and Procedure and the Mandatory Intervention Strategy.

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Document name/number and file location: Completion within expected duration/S:\WAIFS Policies	Initial Issue date: 1/07/16	Current Version Issue Date: 11/11/2016	Next review date: 11/11/2017	3 Pages

- 3.3 Study duration will only be extended where it is clear that the course cannot be completed in the expected duration as specified on the Confirmation of Enrolment as a result of:
- Compassionate or compelling circumstances - see Deferral Suspension Cancellation and Withdrawal Policy for explanation of compassionate or compelling.
  - A student undergoing an intervention strategy to address unsatisfactory progress
  - An approved deferment or suspension of study under Standard 13 – see WAIFS policy.

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:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student’s studies; or
- 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.
  - Where WAIFS was unable to offer a pre-requisite unit; or
  - Inability to begin studying on the course commencement date due to delay in receiving a student visa.

These are only examples of what may be considered compassionate or compelling circumstances. WAIFS will use their professional judgment and assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, WAIFS should consider documentary evidence provided to support the claim, and should keep copies of these documents in the student’s file.

Please note that, for the purposes of Standard 9, the following additional situation would be considered ‘compelling’ circumstances and could support the granting of an extension of the duration of a student’s study:

- If the student had failed occasional units throughout the course, but had not done so poorly as to be picked up by the WAIFS’s intervention strategy for course progress (in this case, WAIFS 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).

When:

- (i) The Head of Training/trainer implements an intervention strategy for a student which would require an additional period of study to successfully complete their course;
- (ii) A student contacts a WAIFS’ employee and provides information in relation to a compassionate/compelling circumstance which may affect their ability to complete their course within its original duration; This policy and procedure will then apply.

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The National Code 2007 explanatory guide: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD9.aspx> is a useful source of information for WAIFS staff and gives guidance on its implementation.

The following is adapted from this guide:

When WAIFS finds a student is not going to complete within the expected duration, the provider needs to decide how to respond.

Essentially, WAIFS has these options:

- Encourage the student to 'catch up' by taking extra units; (see below)
- Take steps which will enable WAIFS to issue a new CoE for the student;

As the intention of Standard 9 is that students genuinely try to complete their courses within the expected duration, WAIFS should encourage the student to pick up extra units during the course. These extra units could be picked up during compulsory periods, or during non-compulsory study periods where the provider offers these. However, for students who have failed some units, 'overloading' (taking more than a standard load in a compulsory study period) is not recommended.

If picking up extra units throughout the course is not appropriate, other actions should be considered. Different responses may be appropriate for different circumstances. The action taken does not necessarily have to involve in-depth counselling or extra study assistance.

WAIFS will NOT allow a student to undertake no more than 25 per cent of the student's total course by distance and/or online learning. WAIFS must not enrol a student exclusively in distance or online learning units in any compulsory study period.

Where there is a variation in the student's load that may affect the student's expected duration of study, this variation and the reasons for it must be recorded on the student's file by the Manager, Student Administration (or other suitable employee).

The student must be reported on PRISMS and/or a new CoE issued when the student can only complete their course of study by extending the expected date of completion, due to the variations.

**Note:** 'Reporting' the student (issuing a new eCoE) should occur when WAIFS knows the student cannot reasonably complete his or her course within the expected duration as specified on the student's CoE. WAIFS do not need to issue a new CoE until they can accurately predict how long an extension of duration of study the student will require.

Except in the circumstances specified in 3.3, the expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.

**Further useful information sources:**

- i. Further information about the Provider Registration and International Students Management System can be found on the [PRISMS website](#).

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