Course Completion within Expected Duration Policy & Procedure

1. POLICY

Australian Academy of Higher Learning Pty Ltd trading as Technical Institute of Victoria (TIV) shall endeavour that the students complete their studies within the expected duration of the course.

2. PURPOSE

This policy articulates how TIV's practices apply to the International Students in compliance with the ESOS Act 2000 and Standard 8 of the National Code 2018.

This policy is to confirm that TIV has a structured process in place to track the performance of each student throughout their course enrolment. TIV will monitor the course progress of its students. The policy also documents how TIV monitors the progress of each student to ensure that the student is in position to complete their course within the expected duration as specified on the student Electronic Confirmation of Enrolment (eCoE) and under what circumstances the eCoE will be extended.

3. SCOPE

This policy/procedure applies to all international students.

4. REQUIREMENTS, PROCESS AND PROEDURE

4.1 This policy supports "Standard 8.3 National Code of Practice 2018" which states:

Registered providers must monitor progress of each overseas student to ensure that the overseas student is in a position to complete the course within expected duration specified on the overseas student's CoE.

4.2 Students are required to complete their studies within the timeframe indicated on their CoE and student visa. TIV 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 kept on the student's file and variations to the CoE will also be retained within the student file.

4.3 TIV shall only provide on-line learning to international students as stipulated under the National Code standards, and ensure that it maintains contact with students and monitor any issues that students may have. Currently, TIV does not deliver any online component.

4.4 All students are required to attend TIV on a full-time basis to ensure they meet the assessment and participation requirements of respective units and courses.

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

- Trainers / Assessors shall meet regularly to ensure that students are progressing across all areas of training being provided;
- Monitoring of course progress and participation by Student Administration and the Administration Manager;

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Ensuring complete timetable and schedule for the program is developed, implemented and reviewed where required.

4.6 Where a student is identified as being at risk of not completing the program within the expected duration TIV shall implement appropriate intervention steps to prevent this from occurring.

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.

4.7 Where a student is identified as 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 by extending the CoE duration on PRISMS.

4.8 Student will have access to TIV's student support services to ensure that students adjust to study and life in Australia, maintain satisfactory academic performance, and have access to student support services to assist in the transition to life and study in a new environment (Ref: Student Support and Welfare Policy).

4.9 TIV 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 the registered provider was unable to offer a prerequisite unit);

b) TIV implementing 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 Standard 9 of The National Code.

4.10 All meetings must be documented, and any strategies arranged must also be documented.

4.11 All changes to a student's course duration is to be reported via the PRISMS reporting system and records / documents of reasons and the decision process to be kept in student files.

4.12 If TIV extends the duration of the student's enrolment, TIV must advise the student to contact Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

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5. IMPLEMENTATION AND RESPONSIBILITY

Trainers/Assessors are responsible for monitoring student performance and reporting any irregularities.

Administration Manager is responsible for monitoring students' overall course progress and identifying students at risk of not completing the program within the expected duration.

The Administration Manager is responsible for implementing intervention strategy when necessary.

The Operations Manager is responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy.

The CEO has overall responsibility for the implementation and review of this policy.

Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer in person or by email to: ceo@techinstitute.vic.edu.au

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