



Completion within Expected Duration of Study Policy

Approving authority	Academic Board
Approval date	19 May 2014, Reviewed May 2017
Purpose	This policy outlines the obligations on students to complete their study within the time specified in their CoE.
Responsibility for implementation	Head of School (HE)
Next scheduled review	May 2020
Document Location	R:\OIHE\Policies\Completion within Expected Duration of Study Policy
Associated documents	Time limits for Completion of an Award Course Policy. Academic Progress Policy Deferring, suspending or cancelling a student's enrolment Policy Student Services & Support Policy

Acknowledgements:

This policy has been developed with reference to the same policy for Ozford College of Business.

1. Principles

Ozford Institute of Higher Education (hereafter referred to as “the Institute”) monitors the workload of international students to ensure they complete their course within the duration specified in their Confirmation of Enrolment (CoE).

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

The Institute does not offer distance learning.

The Institute does not offer online learning other than the use of online medium such as Moodle to support face-to-face lectures and tutorials.

2. Scope

This policy applies to international students only.

3. Policy

- 3.1 This policy is focussed on the requirements for international students to complete their studies within the requirements of their CoE and student visa.
- 3.2 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 CoE.
- 3.3 Unsatisfactory academic progress will be handled as described in the *Academic Progress Policy*.

- 3.4 Study duration will only be extended where it is clear that the course cannot be completed in the expected duration as specified on the CoE as a result of:
- a student undergoing an academic counselling or remedial program to address unsatisfactory progress;
 - an approved deferment or suspension of study under Standard 13 of the ESOS National Code. See *Deferring, suspending or cancelling a student's enrolment - Policy & Procedures*
- 3.5 An application to extend the duration of a student's enrolment must be discussed with the Head of School (HE) or the Head of Student Services and Administration as appropriate.
- 3.6 Where there is a variation in the student's load that may affect their expected duration of study, this variation and the reasons for it must be recorded on the student's file.
- 3.7 The variation must be correctly reported to the relevant Australian government department via PRISMS, and 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.
- 3.8 Except in the circumstances specified in 9.2 of the ESOS National Code, the expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.

4. Procedures

4.1 Advice to students

Upon admission, students will be advised of the meaning and requirements for course progress and of the requirement to complete the course by the scheduled end date of the course.

4.2 Allocation of enrolment load

Upon enrolment at the Institute, students will have an approved enrolment load which is consistent with the expected duration of the qualification being studied.

4.3 Extending the duration of a student's CoE on the basis of lack of satisfactory academic performance

Monitoring of academic progress is specified in the associated Institute Academic Progress Policy and Procedures which is consistent with standard 10 of the ESOS National Code. It involves:

- Early detection of, and intervention in, students at risk of unsatisfactory academic performance
- Review of academic performance at the end of first study period
- Monitoring and implementing intervention strategies relating of students with lack of satisfactory academic performance during a consecutive study period.
- Review of academic performance and progress at the end of consecutive study period.

The Institute Academic Progress Policy and Procedures indicates that at all stages of reviewing the performance of students and implementing intervention strategies, the likely or possible, impact on the student's course duration will be considered and noted. The benchmark for consideration is twofold, namely:

- the study program as outlined in the curriculum document *and*
- the end date for the course as specified on the students CoE.

Using these benchmarks the Head of School (HE) will determine that the student's academic progress is such that the student, no matter what intervention strategy is implemented, cannot reasonably complete his or her course within the expected duration as specified on the student's CoE. Using the allocated hours identified in the proposed delivery schedule of the Institute the Head

of School (HE) will identify the expected extra time required for the student to fully complete the requirements of the qualification.

On determination of the additional time and agreement with the student the Head of School (HE) will formally advise the Admissions Department in writing that a new CoE should be issued to extend the duration of the student's study.

The Institute will notify the Secretary of the Department of Education through PRISMS as soon as practicable.

Copies of all outcomes and notifications related the process are kept on the student's file in accordance with the Institute's policies and procedures.

4.4 *Extending the duration of students COE on the basis of compassionate and compelling circumstances*

In some cases the Institute may consider extending the duration of a student's period of enrolment on the basis of compassionate or compelling circumstances.

Compassionate and compelling circumstances are defined in the Special Consideration Policy but generally include:

- 1) serious illness or injury where a medical certificate states that the student is unable to attend class
- 2) Bereavement of close family members such as parents or grandparents (documented evidence must be provided).
- 3) serious illness, accident or family incident which requires emergency travel which has impacted the student to studies;
- 4) the inability to begin study on the course commencement date stated on the CoE due to delay in receiving a student visa;
- 5) major political upheaval or natural disaster in the home country requiring their immediate travel;
- 6) a traumatic experience which could include but is not limited to:
 - involvement in or witnessing of an accident or
 - a crime committed against the student or
 - the student being a witness to a crime and this has impacted on the student.

In granting approval on the basis of compassionate or compelling reasons the Institute will examine the impact of such on the expected duration of the course. The Head of School (HE) will develop an agreed action plan in conjunction with the student so that the absence from the Institute will have minimal impact on course duration. Such an action plan may include

- Additional reading and self-paced activities
- Delayed assessment
- Self-directed assignment work

If the approval of such a suspension is likely or possible to impact on the expected course duration the Head of Student Services & Administration will note this on the student file.

The Head of School (HE) decides in conjunction with the student whether it is possible, because of the period of suspension granted on the basis of compassionate or compelling circumstances, for the student to successfully complete all the remaining subjects necessary for the award of the qualification within the period of a single trimester.

On determination of the additional time and agreement with the student the Head of School (HE) will formally advise the Admissions Department in writing that a new CoE should be issued to extend the duration of the student's study. The Institute will notify the Secretary of the Department of Education through PRISMS as soon as practicable.

Copies of all outcomes and notifications related the process are kept on the student's file in accordance with the Institute's policies and procedures

4.5 *Extending the duration of students COE on other grounds*

In some cases involving student actions the Institute may consider extending the duration of a student's period of enrolment on the basis of grounds other than academic performance or compassionate or compelling circumstances. Such grounds are generally defined in ESOS National Code 13. In these matters the Institute is generally the initiator of action in relation to the student.

These matters normally arise from periods of Institute initiated suspension as covered in the *Deferring, suspending or cancelling a student's enrolment - Policy & Procedures*, and give the student the right to access the Institute's complaints and appeals procedures. Where the decision of the Institute is upheld and a period of suspension prevails the Institute will work with the student through the Head of School (HE) to minimise the impact on the course duration. Such actions as is the case for compassionate and compelling circumstances may include the following to be undertaken during the period of suspension:

- Additional reading and self-paced activities
- Delayed assessment
- Self-directed assignment work

The Head of School (HE) will determine if the period of suspension is such that the student, no matter what intervention strategy is implemented, cannot reasonably complete his or her course within the expected duration as specified on the student's CoE.

On determination of any additional time and agreement with the student the Head of School (HE) will formally advise the Admissions Department in writing that a new CoE should be issued to extend the duration of the student's study. The Institute will notify the Secretary of Department of Education through PRISMS as soon as practicable.

4.6 *Responsibility*

The Head of School (HE) has responsibility to ensure that all administrative and academic staff are aware of the requirement for students to satisfactorily complete the course within the specified time and of the obligation of the Institute to intervene if it is perceived that the student is 'At Risk' of not finishing on time.