

Completion Within Expected Duration Policy & Procedure

RTO 22234

1 Policy

- 1.1 Ashton College monitors international students' course progress (for VET Courses) and attendance monitoring (for ELICOS Courses) to assist them in completing their course within the expected course schedule as stated on their CoE.
- 1.2 Ashton College provides support in accordance with the College Client Support Policy and Procedure and ELICOS Client Support Policy and Procedure to assist international students in completing their courses within the expected duration.
- 1.3 Ashton College extends the duration of an international student's CoE in the limited circumstances identified in item 1.6 of this policy and procedure.
- 1.4 Ashton College does not deliver more than 25% of a scheduled course to international students in any one study period or overall, by online or distance learning.
- 1.5 If due to exceptional circumstances identified in item 1.6 of this policy and procedure Ashton College amends an international student's CoE via PRISMS, we will issue the new CoE to the student and place a copy in the student's file.
- 1.6 Ashton College extends the scheduled duration of study in the following exceptional circumstances:

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:

- a) serious illness or injury, where a medical certificate states that the student was unable to attend classes
 - b) bereavement of close family members such as parents or grandparents
 - c) major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted the student's studies; or
 - d) a traumatic experience which could include:
 - 1) involvement in or witnessing a serious accident.
 - 2) witnessing or being the victim of a serious crime.
 - e) where the College was unable to offer a pre-requisite unit
 - f) inability to begin studying on the course commencement date due to delay in receiving a student visa
 - g) If a student is at risk of not achieving satisfactory course progress and/or satisfactory attendance and the College is implementing its intervention strategy that requires the period of study to be extended (refer to Client Support Policy and Procedure and ELICOS Attendance Monitoring Policy and Procedure)
 - h) If an approved deferral of commencement of studies or the suspension of study has been approved in compliance with the College Deferral, Suspension or Cancellation of Enrolment Policy and Procedure
- 1.7 Reasons for the changes to the duration of their course are recorded in the student's file.
 - 1.8 International student's full-time load is considered as a minimum of 20 scheduled hours per week unless:

- a) There are compassionate or compelling circumstances for reducing the load
- b) The reduced load is part of the College's intervention strategy
- c) The student's study load has been reduced through a successful Credit Transfer application
- d) The student's study load has been reduced through a successful Recognition of prior learning application
- e) Part of the course is delivered via distance learning
- f) Prerequisite units are not available in that study period
- g) The student has studied or plans to study extra units in another study period
- h) The student has only a few unit/s left to complete

1.9 The length of a study period varies depending on the course. The duration of any study period including holiday breaks is no more than 24 weeks.

Course	Duration of study period (excluding holidays)
General English	10 weeks
English for Academic Purposes	10 weeks
Certificate III in Light Vehicle Mechanical Technology	20 weeks
Certificate III in Heavy Commercial Vehicle Mechanical Technology	20 weeks
Certificate IV in Automotive Mechanical Diagnosis	10 weeks
Diploma of Automotive Technology	10 weeks
Certificate IV in Leadership and Management	10 weeks
Diploma of Leadership and Management	10 weeks
Certificate III in Commercial Cookery	10 weeks
Certificate IV in Kitchen Management	10 weeks
Diploma of Hospitality Management	10 weeks
Advanced Diploma of Hospitality Management	10 weeks
Advanced Diploma of Information Technology	20 weeks

1.10 Students must submit verifiable documentary evidence when applying for the scheduled duration of their course to be extended.

1.11 Only students assessed as meeting course or training package requirements are issued with certification.

1.12 The CEO is responsible for the implementation of this policy and procedure.

1.13 This policy is established in compliance with the Standards for NVR Registered Training Organisations (RTOs) 2025, clause 2.4; the National Code 2018 Standard 6, 8,

2 Procedure

Course duration

- 2.1 Ashton College develops AQF and ELICOS courses in consultation with the Academic team and industry representatives.
- 2.2 Course duration is set, and approval obtained through the regulator.
- 2.3 Ashton College courses for international students are CRICOS registered.
- 2.4 All international students are issued CoE's with the course duration indicated in accordance with the CRICOS registered course duration.
- 2.5 International students are issued timetables at the beginning of their course indicating the scheduled duration.
- 2.6 An orientation program is provided outlining the expectations of students in achieving satisfactory course progress (VET courses) and satisfactory attendance (ELICOS courses) and in completing their course within the expected duration. The outcome of not achieving satisfactory course progress and completing the course within the expected duration is also explained.
- 2.7 The availability of support services is communicated pre- and post-enrolment to assist students in completing their course within the expected duration.
- 2.8 Students attempt each unit within their course as per the course schedule provided.
- 2.9 The importance of attending all classes is explained along with completing all assessment tasks as per the course schedule.
- 2.10 Student attendance is monitored, and intervention is employed where appropriate in accordance with the College Attendance Monitoring Policy and Procedures (ELICOS students only).
- 2.11 Student course progress is monitored, and intervention is employed where appropriate in accordance with the College Client Support Policy and Procedures (VET students only).

3 Monitoring progress

- 3.1 Student attendance records are entered into the Student Management System (SMS) on a fortnightly basis.
- 3.2 Unit/module assessment results are entered into the Student Management System (SMS) on a fortnightly basis.
- 3.3 For VET courses - The admin team monitors course progress in accordance with the Client Support Policy and Procedure.
- 3.4 For ELICOS programs – The administration team monitors attendance in accordance with the ELICOS Client Support Policy and Procedure and ELICOS Attendance Monitoring Policy and Procedures.
- 3.5 The College implements an intervention strategy to assist students who are identified as

being at risk of not completing their course within the expected duration.

4 Student support

- 4.1 Intervention strategies are employed in compliance with the VET - Client Support Policy and Procedure, ELICOS - Attendance Monitoring Policy and Procedures for students who are identified as at risk of not completing the course within the expected duration.
- 4.2 Students who are identified as falling behind the training schedule may have their study schedule modified in order to ensure they complete it within the expected duration.
- 4.3 Strategies for assisting students to complete within the expected duration may include:
 - a) Re-assessments
 - b) Undertaking additional units during holiday periods
 - c) Undertaking additional units during subsequent study periods
 - d) Strategies identified in the Client Support policy and procedure
- 4.4 Students who have their program modified are given an explanation of the necessity for this and its considerations. Explanations are provided verbally and in writing and the student is given opportunities to clarify information.
- 4.5 The effectiveness of modified programs is monitored by the Client Services Manager/ Academic Director with remedial action taken where appropriate.
- 4.6 If a student's program is modified all communications and documentation employed are placed in the student file.

5 Extending scheduled course duration

- 5.1 If after having their program modified and/ or being placed on an intervention strategy the student is unable to complete their course within the expected duration the College will extend the duration of the CoE only in compliance with item 1.6 of this policy and procedure.
- 5.2 All changes to a student's course duration are reported to the Department of Education via PRISMS and records /documents/ reasons for the decision are placed in student files.
- 5.3 Students are issued a new CoE.
- 5.4 Student progress is monitored, and assistance is provided in accordance with this policy, Client Support policy, and the Deferral, Suspension or Cancellation of Enrolment Policy and Procedure.

6 Notification of intention to report

- 6.1 When it is evident that a student will not complete their course in the expected duration and one or more of the relevant conditions in point 1.6 of the Completion Within Expected Duration Policy are not met, the student's enrolment will be canceled as per the Deferral, Suspension and Cancellation Policy and Client Support policy & procedure.
- 6.2 The student will be sent a letter informing them of the College's intention to report them.
- 6.3 The student will be advised of the process for appealing against this decision via the College Complaints and Appeals process and informed they have 20 working days to

appeal the decisions.

- 6.4 Students who choose to access this process will not be reported if they submit an appeal within 20 days of issue of the letter indicating the College's intention to report. Students must continue to attend classes during the appeals process as specified in Ashton College's Complaint and Appeals Policy.
- 6.5 Students who choose not to access the complaints and appeals processes within the 20-working day period, withdraw from the process, or the process is completed and results in a decision supporting Ashton College. Ashton College must notify the Secretary of the Department of Education through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.
- 6.6 If the circumstances described in clause 6.5 occur, Ashton College will cancel the students' enrolment.
- 6.7 A hard copy of the PRISMS entry will be included in the student's file.

Documents to be employed when implementing this policy and procedure:

- a) Attendance Monitoring Policy and Procedure (ELICOS students only)
- b) ELCIOS Client Support Policy and Procedure
- c) Client Support Policy and Procedure
- d) Deferment, Suspension or Cancellation of Enrolment Policy and Procedures
- e) Unit/modules results
- f) Client files
- g) CoE's PRISMS
- h) Orientation checklist
- i) Student Management System
- j) Client information handbook

Revision History

Please Note: The further versions are stored in One drive.