



Global Business College of Australia Pty Ltd

trading as

Global Business College of Australia (GBCA)

COMPLETION WITHIN THE EXPECTED DURATION OF STUDY

POLICY AND PROCEDURE 27

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DOCUMENT CONTROL

Department	Management	Author(s)	Gbca	
Quality Controlled Policy No. & Title Version	Policy 27 Completion Within The Expected Duration Of Study V1.3	Approved	GBCA Compliance	
		Authorised	Managing Director	
Standards	Standards for RTO 1.7 Standard 8 (NC 2018)	Distribution	Internal	All staff
			External	-

REVISION RECORD

Date	Version	Revision description
26 Nov 2015	1.0	Original version
15 Sep 2017	1.1	Update titles, address on cover
25 Oct 2017	1.2	Update procedure for early detection of students at risk of unsatisfactory progress during a study period.
16 Mar 2018	1.3	Update procedure to reflect Standard 8 NC2018 Update procedure to reflect the restriction in enrolling international students in English CSWE courses.

1.0 **Purpose**

- 1.1 The purpose of this procedure is to define the system used to monitor and manage course duration for each student.

2.0 **Responsibility**

- 2.1 The Training Manager is responsible for the implementation of this procedure and to ensure that staff are aware of its application and fulfil its requirements.

3.0 **Definitions**

- 3.1 Study period means: one term of study (approximately 10 weeks)
- 3.2 At risk of unsatisfactory progress during a study period means: student does not achieve a satisfactory outcome on 60% of required assessment tasks.

4.0 **Requirements**

- 4.1 The duration of a CoE issued to international students will not exceed the CRICOS registered duration.
- 4.2 GBCA will not deliver a course exclusively by online or distance learning to an overseas student.
- 4.3 In each compulsory study period students must be studying at least one unit that is not by distance or online learning.
- 4.4 GBCA will not deliver more than one-third of the units (or equivalent) of its courses by online or distance learning to an overseas student.
- 4.5 GBCA will monitor every student enrolment load a minimum of ~~once~~ twice per study period to ensure students can complete the course in the duration as per their Confirmation of Enrolment (COE). The first official check will be mid-way through the study period (approximately week five for VET courses).
- 4.6 Trainers will discuss any concerns with students and offer assistance as situations arise to help prevent students falling behind in their course progress. Facilitators/trainers will constantly monitor the progress of students and report any concerns to the Training Manager as soon as identified.
- 4.7 Student support officer will identify and send a letter of advice to students who are identified as not progressing through the first half of a study period. Student support officer will discuss and arrange any necessary support services with the identified students to assist them back on track with their study.
- 4.8 Students are required to complete their course within the expected duration of study as recorded on the Student Confirmation of Enrolment (CoE). GBCA will not extend the duration of a student CoE if he/she is unable to complete the course within the duration of its CoE, unless one or more of exceptional circumstances procedure applies:
 - On medical grounds (a medical practitioner's certificate indicating the student is unable to attend class); or
 - In exceptional compassionate circumstances beyond the students control, such as serious illness or death of a close family member (independent evidence of the exceptional circumstances is required) or,
 - Where GBCA is unable to offer a prerequisite unit at the time it is required, or
 - Where GBCA is implementing an intervention strategy for students at risk of not meeting academic progress requirements.
 - Where GBCA has approved the deferral of commencement of studies or the suspension of study.

If GBCA extends the duration of student CoE, the student will be advised to contact immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Note: Compassionate or compelling circumstances may be deemed as serious illness; bereavement of a closely related family member (evidence will be required); natural disasters; traumatic experience or political upheaval in home country.

- 4.9 Students may take a normal or increased study load in each study period. In this case, GBCA will monitor the workload to ensure the student completes the course within the duration specified on the CoE. Students may be encouraged to increase their workloads to 'catch up' on any missed units, where feasible. A new COE will be issued if the student need to extend the duration of their course. If students are unable to maintain an agreed/approved workload; the student will undergo a counselling process. The student will then be warned of impending visa implications.
- 4.10 A student who deliberately under-enrols may represent a risk for GBCA's CRICOS compliance of Standard 8. This could result in a cancellation of the student's enrolment as stated in the Student Handbook. In this instance GBCA would implement one of two options -
- cancel the student's enrolment if the student does not enrol in an appropriate load; or
 - Document the student's behaviour and, if the student requests an extension of duration of study, decline to extend the CoE.
- 4.11 Intervention strategies are tailored to meet each student's individual needs. Formal intervention strategies and counselling of the student will be implemented. Intervention Strategies could include:
- attending academic skills programs
 - attending tutorial or study groups
 - receiving individual assistance / mentoring
 - attending study groups
 - attending counselling
 - receiving assistance with personal issues which are influencing progress
 - being placed in a suitable alternative subject within a course or a suitable alternative course; or
 - a combination of the above and a reduction/increase in course load.
 - Any intervention required is acted upon and discussed with students as needed.
- 4.12 Any extension to the duration of a student's course must be recorded on PRISMS and if necessary a new CoE issued.
- 4.13 Any extension to the duration of a student's course, and the reasons for the extension must be recorded by GBCA on the student's file.

5.0 **Method**

- 5.1 At the time of initial enrolment each student will be provided with a Training and Assessment Plan This will identify the units required to be completed in each study period in order to complete the qualification within the normal duration as indicated on the CRICOS register.
- 5.2 Trainers are required to update their class attendance at the end of every teaching week.
- 5.3 Trainers are required to conduct assessment activities according to the course delivery plan. All completed assessment records that are pending submission to student administration must be kept in a locked cabinets, which is accessible to the training manager.
- 5.4 The training manager will monitor student attendance and assessment at the midpoint of each study period (week five (5) for VET courses and week four (4) for English courses).
- 5.5 A letter of advice will be sent to students who are identified as having "at risk of unsatisfactory progress during a study period" over the first half of a study period. The trainer in charge of the student will be copied into the email sent to the identified student. A student support officer will

contact the student to discuss and arrange necessary support services to assist them to successfully complete their study. The letter of advice and record of discussions will be documented in the student administration file.

- 5.6 After the completion of each study period student results will be entered on the student database and a progress report generated for each student whose progress has fallen behind the training program schedule.
- 5.7 Each student identified as falling behind the training program schedule will be interviewed, an intervention strategy implemented (Policy 15 Course Progress and Intervention Strategy) and have their program reviewed by the Training Manager and modified in order to ensure they will complete within the expected duration. Strategies to be considered for achieving the outcome will include:
 - Resitting assessments
 - Undertaking additional units in subsequent study periods to “catch up” with their training program schedule.
 - Optional holiday programs
- 5.8 A copy of the modified program and a written explanation of the need for the modified program will be provided to the student and placed on the student’s file.
- 5.9 If a student’s program cannot be modified so that they will complete within the expected duration of study as recorded on their Confirmation of Enrolment, they will be deemed to be at “at risk” of not meeting satisfactory course progress requirements and placed on an intervention strategy as documented elsewhere in the Course Progress and Intervention Strategy.
- 5.10 GBCA may implement an intervention strategy at any time it identifies a student as ‘at risk’ of not completing their course in the duration of their Confirmation of Enrolment (COE).
- 5.11 GBCA will take all reasonable steps to support students who may be disadvantaged of any additional cost or other requirements, inability to access the resources or opportunities for engaging with other students while taking online or distance learning.