



EMPIRE
INSTITUTE OF EDUCATION

National Code 2007

Standard 9

Policy & Procedure



CRICOS: 03476F RTO: 41425



Course Duration

Purpose

The purpose of this policy is to ensure that Empire Institute has a structured process in place to track the performance of each student throughout the course. The policy also documents the procedures and circumstances that the Confirmation of Enrolment (CoE) will be extended.

Scope

Empire Institute has implemented the Department of Education and Department of Employment-DIBP Course Progress Policy and Procedures and, as a result, Empire Institute is not required to monitor the attendance of students. Empire Institute is required to monitor record and assess the course progress of each student.

This policy and procedure articulates how Empire Institute practices apply to International Students, in compliance with the ESOS Act 2000 and Standard 9 and 10 of the National Code 2007.

Policy

Empire Institute of Education (EIE) will monitor the workload of students to ensure they complete the course within the duration specified in their CoE and only enable students to extend the expected duration of study through issuing a new CoE, under limited circumstances.

Procedures

Early Intervention Strategy

At the end of each study period, the Trainer will provide the detailed competency report to the RTO manager. If a student has been assessed as Not Yet Competent, in less than 50% of their study period, the Trainer will inform the RTO manager. Such a student is considered to be at potential risk of progress, in the course. The RTO manager will attempt to ascertain the reasons for the student not being assessed as Competent, and implement procedures to assist the student.

Those students will be required to attend an Early Intervention Strategy meeting with the RTO manager and fill out the Early Intervention Strategy form. Any student who fails to attend the meeting will be contacted to arrange another Early Intervention Strategy meeting.

Monitor Course Progress Procedure

- Students who have unsatisfactory course progress in two consecutive study periods will be reported to DIBP. Unsatisfactory course performance is defined as failing to achieve competency in at least 50% of units required to be undertaken in 2 consecutive study periods. A failure to achieve competency in at least 50% of the units required to be undertaken in a single study period will trigger a review of course progress and implementation of an intervention strategy by the Institute. At EIE, one study period consists of 12 weeks of study, including term break.
- At the completion of a study period, the RTO manager will review the course progress of all students and identify those students who have failed to achieve competency in at least 50% of the units that are required to be undertaken in the study period.
- Within 15 working days of completion of a study period, all students identified as having failed to achieve competency, in at least 50% of the units that are required to be undertaken will be sent a letter that is generated manually, requiring them to attend an Intervention Strategy Meeting (ISM) with the RTO manager.



At the ISM, the RTO manager will consider (and, implement, if applicable) the following intervention strategies:

- Identify the problems that are impeding the course progress of the student,
 - Arrange with the student for additional work to be undertaken, within an agreed timeframe, using the study timetable,
 - The completion of all outstanding assessments, according to an agreed timeframe,
 - Assess whether the course is still suitable for the student,
 - Assess whether the reassessing of any tasks is appropriate,
 - Arrange for the review of any agreed additional work,
 - Reinforce to the student that unsatisfactory course progress in 2 consecutive study periods may lead to the student being reported to DIBP and cancellation of his/her visa, depending on the outcome of any appeals process.
- Place a copy of any warning letter and all other relevant documents, in the student file, and log it on student records.
 - If a student fails to achieve competency, in at least 50% of the required units that are to be undertaken, in 2 consecutive study periods, Empire Institute must notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The student must be informed they have 20 working days, from the date that is after 2 days of issue, to appeal to the Institute and the grounds available for any appeal. If the appeal is not upheld, or the student withdraws from the appeal process, then the Institute must report the student to DIBP.
 - The student may appeal on these grounds:
 - Empire Institute has failed to record or calculate a student's marks satisfactorily, *OR*
 - Compassionate or compelling circumstances, *OR*
 - Empire Institute has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

Note: The complaints and appeals process includes both the informal and formal process as set out in the Institute's policies and procedures manual. If the student is successful in the appeal, the student will not be reported to DIBP for unsatisfactory course progress. If the appeal is unsuccessful, the student will be reported to DIBP, and Department of Education and Department of Employment will be notified, through PRISMS.

Completion within Expected Duration of Study Procedure

1. While monitoring progress against the course duration is a separate requirement to monitoring course progress, in general, there may be some overlap in procedures. For example, at Empire Institute, the progress procedure requires that at the end of each study period, each student's result is to be checked to determine course progress for that study period. In order to avoid duplication of effort, Empire Institute will also check the student's progress towards the completion of the course within the specified duration, at the same time.
2. Empire Institute will extend the duration of the student's study only where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as a result of:
 - a) Compassionate or compelling circumstances (e.g. illness where a Medical Certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit).
 - b) The registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress.
 - c) An approved deferment or suspension of study has been granted under Standard 13.



3. Empire Institute will report the student change in enrolment, through PRISMS.
4. Records of variation must be maintained, in the Student File.
5. Except in the circumstances specified in Clause 2 (above), the expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.

Compassionate and Compelling Circumstances

Compassionate or compelling circumstances are generally those **beyond the control of the student** and which have an impact on 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,
- 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, police or psychologist reports should support these cases:

- Where the registered provider 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 additional situations would be considered as '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 Registered Provider's intervention strategy for course progress. (In this case, the Registered Provider 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.)
- If a student's course progress or provider-approved study load, prior to 1 July 2007, would lead to the student being unable to complete within the expected duration. (The Provider will need to have evidence that the student was following the Registered Provider's course advice.)

**Document Control**

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