

COMPLETION WITHIN EXPECTED DURATION OF STUDY PROCEDURE

Approving Authority	Executive Management Team
Purpose	This procedure outlines the processes to be followed for monitoring and supporting overseas students to complete their study within the period stipulated in their CoEs
Responsible Officer	Academic Dean and Head of Marketing and Student Experience
Next scheduled review	September 2026
Document Location	http://www.ozford.edu.au/higher-education/policies-and-procedures/
Associated documents	Completion within Expected Duration of Study Policy Academic Appeals Policy and Procedure Academic Progress Policy and Procedure Deferring, suspending or cancelling a student’s enrolment Policy and Procedure Records Management Policy and Procedure Student Support and Services Policy and Procedure Student Grievances and Appeals Policy and Procedure Time limits for Completion of an Award Course Policy.

1. PRINCIPLES

Ozford Institute of Higher Education (hereafter referred to as “the Institute”) monitors the workload of overseas 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.

Overseas students can undertake up to one-third of their course by online or distance education.

This procedure sets out how the Institute ensures that overseas students are monitored and supported to complete their studies within the requirements of their CoE and student visa.

2. SCOPE

This procedure applies to all staff and overseas students with a student visa studying in Australia. It does not apply to offshore overseas students studying online without a student visa, or to Australian students.

3. DEFINITIONS:

Confirmation of Enrolment (CoE)

The Confirmation of Enrolment (also called a CoE) is an official statement from the Institute via PRISMS that lists the student’s details, course and the start and end dates of the course.

The Confirmation of Enrolment (COE) is an official document issued to international students by universities and other education providers in Australia. It confirms that the student has accepted a place in a course and has paid required tuition fees and Overseas Student Health Cover (OSHC). The COE is required by the Department of Home Affairs for the purpose of issuing a student visa.

Compulsory Study Period

A study period is a discrete period of study within a course, namely, a trimester at the Institute. A compulsory study period is one in which the student must enrol unless granted a deferment or suspension from enrolment or a leave of absence under Standard 9 (Deferring, Suspending or Cancelling the Student's Enrolment) of the National Code 2018. A compulsory study period does not include periods in which the student can elect to undertake additional studies.

Compassionate and compelling

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:

- serious illness or injury where a medical certificate states that the student is unable to attend class;
- bereavement for the death of close family members such as parents or grandparents (documented evidence must be provided);
- serious illness, accident or family incident which requires immediate travel which has impacted the student to studies;
- the inability to begin study on the course commencement date stated on the CoE due to delay in receiving a student visa if relevant;
- major political upheaval or natural disaster in the home country requiring their immediate travel and this has impacted on the student's studies;
- a traumatic experience supported by police or psychologist's reports 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.

Notes:

- misreading the examination timetable, examination anxiety or returning home will not be accepted as Compassionate and Compelling circumstances;
- religious or faith-based issues are not in themselves grounds for special consideration. However, they may be used in support of an application that meets the Compassionate and Compelling circumstances set out above.

Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)

The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is an official Australian Government website which lists all Australian education providers that offer courses to students studying in Australia on student visas. CRICOS also lists the courses registered for delivery to international students offered by each provider.

Deferring or Suspending Enrolment

Deferring or suspending a student's enrolment means to temporarily hold, delay or postpone the student's study. A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances. A provider may also initiate suspension of a student's enrolment due to poor performance or serious violation of student codes of conduct by the student. Education Providers are required to notify such deferments or suspensions of enrolment to the Department of Education through PRISMS.

Intervention Strategy

This is an action plan that is implemented for an at-risk student to mitigate the likelihood of the student being assessed as making unsatisfactory progress.

At Risk

This is where, for whatever reason, a student is considered as potentially not meeting the course progression requirements. 'At-risk students' are defined as:

- students who, at enrolment, are considered potentially at risk of non-completion without an academic support program.
- students in their first study period who have been identified as at risk of non-completion of a unit through the failure or non-submission of an assessment item.
- a student who fails more than 50% of a study load (equivalent full-time study load) in any study period for the first time or a student who fails the same unit for the second time.
- students who have experienced 'educational disadvantage' (because of illness, disability, disrupted education, family problems or misadventure).
- any students who have been referred directly by an academic staff member.

Satisfactory Progress

This occurs when a student passes 50% or more of the units in which the student has been enrolled in a study period.

Time Limits

Time limits are the maximum time allowed for a student to complete a course. The maximum period is the elapsed calendar years starting from the year in which credit was first achieved in the course and is inclusive of periods of leave of absence, discontinuation or exclusion.

Unsatisfactory Progress

This occurs when a student in two consecutive compulsory study periods fails more than 50% of the units in which the student has been enrolled.

Provider Registration and International Student Management System (PRISMS)

Means the Provider Registration and International Students Management System (the electronic system that holds CRICOS and the electronic confirmation of enrolment).

4. PROCEDURE

Student and Staff awareness

- 4.1. The Institute's marketing materials will provide students with advice as to the requirements for course progress and to complete the course by the scheduled end date of the course.
- 4.2. The Academic Dean has responsibility to ensure that all academic and professional 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.
- 4.3. Students are made aware as part of the Orientation process that the Marketing and Student Experience staff provide support and advocacy services for students.

Allocation of enrolment load

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

Time limits for Completion of an Award Course Policy.

- 4.2. All applications for an extension of duration will consider the maximum time limit. The ***Time Limit For Completion of an Award Course Policy*** sets out the maximum time limits for all course levels.

Monitoring Completion within expected duration

- 4.4. Monitoring of academic progress is set out in the ***Academic Progress Policy and Procedure***. 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.
- 4.5. The Academic Dean will ensure 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 an intervention strategy will be put in place if a student is at risk of not completing within the expected duration..
- 4.6. The assessment will involve considering the allocated hours identified in the proposed delivery schedule and identifying if the expected time is sufficient for the student to fully complete the requirements of the qualification.
- 4.7. If no matter what intervention strategy is implemented, it is determined that the student cannot reasonably complete his or her course within the expected duration as specified on the student's CoE, the Academic Dean or nominee will:
- If the student meets the requirements for an extension of course duration, will arrange for a new CoE will be issued to extend the duration of the student's study; or
 - If the student does not meet the requirements for an extension of course duration, the ***Academic Progress Policy and Procedure*** will apply and the notification to the student for unsatisfactory course progress should include the reason that *the student will not complete the course within the expected duration.*
- 4.8. Any request for extending the duration of a student's CoE will be considered in light of the relevant study program as outlined in the curriculum document and the end date for the course as specified on the students CoE.

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

- 4.9. The Institute may consider extending the duration of a student's period of enrolment due to compassionate or compelling circumstances.
- 4.10. The Academic Dean or nominee decides in conjunction with the student whether it is possible for the student to successfully complete all the remaining subjects necessary for the award of the qualification within the agreed duration.
- 4.11. The assessment will involve considering the allocated hours identified in the proposed delivery schedule and identifying if the expected time is sufficient for the student to fully complete the requirements of the qualification.
- 4.12. If it is determined that the student cannot reasonably complete his or her course within the expected duration as specified on the student's CoE, the Academic Dean or nominee will arrange for a new CoE will be issued to extend the duration of the student's study.

Extending the duration of students COE on other grounds

- 4.13. The Institute may extend the duration of a student's period of enrolment on the basis of grounds due to a suspension of enrolment. The *Deferring, Suspending and Cancelling Enrolment Policy and Procedure* sets out the processes for granting a suspension..
- 4.14. The Academic Dean or nominee decides in conjunction with the student whether it is possible for the student to successfully complete all the remaining subjects necessary for the award of the qualification within the agreed duration.
- 4.15. The assessment will involve considering the allocated hours identified in the proposed delivery schedule and identifying if the expected time is sufficient for the student to fully complete the requirements of the qualification.
- 4.16. If it is determined that the student cannot reasonably complete his or her course within the expected duration as specified on the student's CoE, the Academic Dean or nominee will arrange for a new CoE will be issued to extend the duration of the student's study.

Notification and record keeping

- 4.17. Where an extension of the duration of study for a student is granted:
 - A new written agreement will be issued to the student setting out the extension of the enrolment and a new CoE will be issued for the new duration.
 - The reasons for the decision will be recorded on the student's file.
 - The decision will be reported via PRISMS, and a new CoE specifying the new expected completion date issued.
 - The student will be advised in writing to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Appeals

- 4.18. If the Institute does not approve an application for extension of the duration of study, the student may appeal the decision by lodging a formal complaint internally or externally. The ***Student Grievance and Appeals Policy and Procedure*** sets out the internal and external appeals process.

Monitoring and Reporting

- 4.19. The Academic Dean will prepare a Student Progression Report for the Academic Board (AB) every trimester that includes an assessment of whether students will complete within the expected duration.

5. QUALITY ASSURANCE

To ensure that this procedure is fit for purpose and meet the requirements of the HES Threshold Standards the procedure will be:

- 5.1. internally approved by the Executive Management Team on development or review
- 5.2. externally reviewed as part of any independent review of the HES Threshold Standards approved by the Governing Board;
- 5.3. internally reviewed by the Responsible Officer every three years from the date of approval (if not earlier).
- 5.4. referenced to the applicable HES threshold Standard and/or other legislation/regulation.

6. FEEDBACK

Feedback or comments on this procedure is welcomed by the listed Responsible officers of the Institute

7. ACKNOWLEDGEMENT

This procedure was developed with reference to the following:

- Federation University, Completion Within the Expected Duration of Study Procedure, 2023 ([Completion Within the Expected Duration of Study Procedure \(federation.edu.au\)](https://www.federation.edu.au))
- Southern Cross University, Course Progress and Completion within Expected Duration of Study Policy, 2023 ([Course Progress and Completion Within Expected Duration of Study Policy / Document / Policy Library \(scu.edu.au\)](https://www.scu.edu.au))
- University of Adelaide College, Course Progress Monitoring Policy and Procedure, 2020 ([UoAC Course-Progress-Monitoring-Policy December-2021.pdf \(adelaide.edu.au\)](https://www.adelaide.edu.au))
- TEQSA, Good Practice Note: Improving retention and completion of students in Australian higher education, 2020 ([Good Practice Note: Improving retention and completion of students in Australian higher education | Tertiary Education Quality and Standards Agency \(teqsa.gov.au\)](https://www.teqsa.gov.au))

8. VERSION CONTROL

Version	Date approved	Description	Approved by
3.0	12 July 2018	Initial issue	EMT
4.0	June 2023	Internal review	EMT
4.1	September 2023	Internal review – minor formatting changes and add external referencing	EMT
Related legislation/ regulation/standard	Tertiary Education Quality and Standards Act 2011 Education Services for Overseas Students Act (ESOS) 2000 Education Services for Overseas Students Regulations 2019 The National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standard 8 Higher Education Standards Framework (Threshold Standards) 2021		

Note: EMT = Executive Management team