Completion Within Expected Duration
Policy and Procedure

1 Purpose and Objective

1.1 The purpose of this policy is to formalise enactment of compliance by the International Institute of Business and Information Technology (IIBIT) with the legislative and regulatory framework applicable to providers of international education services in Australia.

1.2 This policy specifically addresses the requirements of Standard 8 of the revised National Code of Practice for Providers of Education and Training to Overseas Students (National Code 2018) regarding student completion of program of study within expected duration. It also addressed Standard 1.7, 4, 5 and 8 of the Standards of Registered Training Organisations (RTOs) 2015 regarding access, equity and optimization of outcomes for students, together with compliance with legislation.

2 Scope

2.1 This policy and procedure relates to all overseas students studying with IIBIT on a Student visa and to all IIBIT staff interacting with such students on issues related to completion within expected duration.

3 Policy

Principles

3.1 IIBIT commits to compliance with the legislative and regulatory framework applicable to overseas students resident and studying in Australia.

3.2 IIBIT monitors all students' progress throughout their period of study to ensure that at all times they are in a position to complete within in the expected duration of their program as specified on their Confirmations of Enrolment.

3.3 Where appropriate, IIBIT may implement an early intervention strategy to support students deemed at risk of academic failure.

3.4 IIBIT will only extend the duration of a student's study if the conditions specified in Standard 8 of the National Code 2018 are clearly met.

3.5 IIBIT will carry out all required actions to inform relevant parties should a student's duration of study change.

Legislative and regulatory requirements underpinning this IIBIT policy and procedures

3.6 Standard 9 of the National Code requires IIBIT as a Registered Provider:
   a)   to monitor the enrolment load of students at all times to ensure they are able to complete the program within the duration specified on their Confirmation of

Enrolment (CoE);

    b)   to only extend the duration through the issuing of a new CoE in limited circumstances.

3.7   The ESOS Act and The National Code (2018) require students to complete studies within the duration specified in their CoE unless certain circumstances apply. If students choose to study at less than a 100% load in a particular teaching period then they will have to make sure that they can still complete their course in due course of time.

3.8   SRTO Standard 8 requires IIBIT to comply with relevant legislation and regulatory requirements and to ensure that staff and clients are fully informed of these where they affect their duties.

3.9   SRTO Standard 4 and 5 requires IIBIT to inform students prior to their entering into an agreement with IIBIT, to be informed about the training, assessment and support services to be provided, and about their rights and obligations.

3.10   SRTO Standard 1.7 requires IIBIT to provide students with training, assessment and support services that meet their individual needs.

4   Procedure

Background to this set of procedures

4.1   If a student does not complete within the expected duration of the course IIBIT will only issue him / her another CoE if:

    a)   his / her Course Coordinator agrees that there are compassionate or compelling circumstances;

    b)   his / her Course Coordinator has previously agreed to a reduced study load as part of IIBIT's Academic Intervention Strategy; and

    c)   he / she did not complete as the result of an approved deferment or suspension of study.

4.2   If a student completes his / her course early, IIBIT must also report this to the Department of Home Affairs (DHA) through PRISMS. This can result in the duration of the student's visa being reduced.

4.3   IIBIT's Complaints and Appeals Policy and Procedure is available to students and staff at all times via the IIBIT Policies and Procedures at this link: https://www.iibit.edu.au/policies-guidelines/

Background to this set of procedures

4.4   Academic results are recorded for all compulsory assessments according to the procedures determined for the particular program.

4.5   At the completion of each set of compulsory assessments, students who have not successfully completed the required tasks are advised by the program coordinator of the options available to them.

4.6   Options which may be available as per the course outline of the modules / subjects:
   a)   Re assessment
   b)   Supplementary Examinations
   c)   Tutorial/additional assistance
   d)   Repeat of entire unit/module/subject

4.7   A Student's 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)   Compassionate or compelling circumstances (e.g. Illness where a medical certificate states that the student was unable to attend classes or where IIBIT was unable to offer a prerequisite unit); and
   b)   An intervention strategy has been implemented to assist the student to successfully complete the course of study.

4.8   An approved deferment or suspension has been granted under Standard 9 of the National Code 2018.

4.9   Where a student is applying for an extension to the duration of the course as specified on the COE, relevant medical documents must be presented to the Senior General Manager (Operations) for approval.

4.10   A copy of all related documentation including a statement of findings demonstrating the reasons behind the decisions made at each stage of the complaint and appeal(s) process will be retained on the student's file and will be notified to the student through a written mail / email.

5   Roles and Responsibilities

5.1   Senior General Manager (Operations) and General Manager (Academic Services and Quality Assurance) as applicable, under the general direction of the Director Operations.

6   Review

6.1   A review of this policy and its procedures is undertaken annually by the Senior General Manager (Operations) and General Manager (Academic Services and Quality Assurance), for the attention of the Director Operations.

7   Definitions

CoE	Confirmation of Enrolment.
DHA	Department of Home Affairs
DE	Department of Education
IIBIT	International Institute of Business and Information Technology
ESOS Act 2000	The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia, as amended from time to time.
National Code 2018	The National Code of Practice for Providers of Education and Training to Overseas Students 2018.

NVR	National Vocational Education and Training Regulator Act 2011
OSO	Overseas Students Ombudsman
PRISMS	Provider Registration and International Student Management System
SRTO	Standards for Registered Training Organisations (RTOs) 2015
CRICOS	The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is the register prescribed under Section 10 of the ESOS Act.
Expected Duration	For the purpose of Standard 9, the expected duration of a program is the duration of the program is specified on the student's Coe. The expected duration for overseas students should not differ from length of program as registered on CRICOS except where Recognition to Prior Learning has been approved.

8   Associated Information

Related Documents	• IIBIT Complaints and Appeals Policy and Procedure • IIBIT Admissions and Enrolment Policy and Procedure • IIBIT Complaints and Appeals Form
Related Legislation	• National Code of Practice for Providers of Education and Training to Overseas Students (National Code 2018) • Education Services for Overseas Students Act 2000 • Standard 5, 6 and 8: Standards for Registered Training Organisations (RTOs) 2015
Date Approved	25 February 2015
Date of Effect	25 February 2015
Date of Review	February 2020
Approval Authority	IIBIT Academic Committee
Document Administrator	General Manager (Academic Services and Quality Assurance)
PinPoint Doc ID:	310

9   Change History

Version Control	Version 6.1	
Change Summary	V1 30/07/11	Overall review
	V2 20/08/12	Overall review
	V3 27/02/13	Overall review
	V4 25/02/15	Updated: VET standards 2015, Department of education
	V5 01/05/17	Formatting
	V6 26/06/19	Updated responsibilities
	V6.1 08/08/19	Applied new template, plus minor editorials, GMASQA Approved