



Sydney College of Professional Education Pty Ltd
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Completion Policy and Procedure

SCOPE

This policy applies to all **Sydney College of Professional Education Pty Ltd** international vocational education and training (VET) students and Sydney College of Professional Education Pty Ltd staff who deal with all matters concerning VET. The purpose of this policy is to ensure that Sydney College of Professional Education Pty Ltd monitors the workload of students to ensure they complete their course within the duration specified on their *electronic Confirmation of Enrolment (eCoE)* and do not exceed the allowable portion of online or distance learning. This policy is to be closely implemented with Academic Progress Policy (**National Code 2018, Standard, 8**).

Version: 1

Date: 7 April 2021

POLICY

This policy supports the **ESOS National Code 2018**. The policy applies to all international students who will be enrolling in **BSB courses** with Sydney College of Professional Education Pty Ltd.

The Policy also applies to Course progress Policy & procedure, Intervention Policy & Procedure, and deferment, suspension & cancellation policy & procedure, training, and assessment strategies, and eCoEs,

DEFINITIONS

Distance study

Distance learning is study in which the trainer and overseas student are separated in time or space throughout the duration of the unit of study. Distance learning differs from online learning in that the study may be undertaken through written correspondence and exchange of hard copy materials.

Online Training

Online training is a type of format by which the trainer and overseas student interact mainly through electronic technologies. Technologies examples are: *Zoom, You Tube, Whats App*

Study period

Study period at Sydney College of Professional Education Pty Ltd equals 20 weeks of study as per 20 hours (i.e., full-time study load) per week training.

Compulsory study period

A compulsory study period is one in which the student must enroll unless granted a deferment or suspension from enrolment or leave of absence under the National Code. A compulsory study period does not include periods in which the student can elect to undertake additional studies.

Expected duration of course

For the purposes of Standard 9, the expected duration of a course is the duration of the course as registered on The Australian Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

Policy Statements

- 1) Sydney College of Professional Education Pty Ltd delivers its course as per eCoE duration.
- 2) Students must finish their course within durations specified in the eCoE.
- 3) In each compulsory study period for a course, the student will be studying at least one unit that is not by distance or online learning (Course Progress Policy & Intervention Policy) are to be referenced.
- 4) Students' loads will be monitored all the time by Sydney College of Professional Education Pty Ltd (i.e., **Course Progress Policy**).
- a) Sydney College of Professional Education Pty Ltd monitors the enrolment load of students to ensure they complete the course within the duration specified in their eCoE and do not exceed the allowable portion of online or distance learning.
- b) Sydney College of Professional Education Pty Ltd will only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's COE, as the result of:
 - I. compassionate or compelling circumstances (for example 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
 - II. the registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
 - III. an approved deferment or suspension of study has been granted under deferment, suspension and cancellation policy.
- c) Where there is a variation in the student's enrolment load which may affect the student's expected duration of study (eCoE duration) Sydney College of Professional Education Pty Ltd records this variation and the reasons for it on the student file and PRISMS. Sydney College of Professional Education Pty Ltd will correctly report the student via PRISMS and/or issue a new eCoE when the student can only account for the variation/s by extending his or her expected duration of study. The CEO is responsible for all PRISMS updates.
- d) the expected duration of study specified in the student's **CoE will not exceed the CRICOS registered course duration.**

Sydney College of Professional Education Pty Ltd implements Course Progress & Attendance Policy and Procedure for monitoring the progress of each student to ensure that at all times the student is in the position to complete the course within the expected duration as specified on the student's eCoE. In monitoring this enrolment load.

Where there is a variation in the student's enrolment load which may affect the student's expected duration of study, Sydney College of Professional Education Pty Ltd is to record this variation and the reasons for it on the student file. The RTO administration staff is to file documentation in the student file and student management system.

PROCEDURE

Terms	Definitions
Appeal	Request by a student to have a matter heard and/or re-considered after receiving an unfavourable decision.
At risk	Being “at risk” of not meeting satisfactory course progress requirements means: <ul style="list-style-type: none"> • Failing 50% or more units in a study period for VET students • Failing 50% or more of total score of the course requirement
Intervention Strategy	An individual plan to provide academic support and/or assistance to an international student identified ‘at risk’ of achieving satisfactory academic progression.
Not Competent (NC)	Not meeting the required performance criteria to achieve satisfactory outcome for the unit of competency for VET students
PRISMS	Provider Registration and International Students Management System The management information system used by the Department of Education and DIBP to record international student program enrolment details.
Study period	Study period refers to 20 weeks of study for VET students.
Unsatisfactory Academic Progress	Unsatisfactory progress is defined as a student not successfully completing or demonstrating competency in at least 50% or more of the course requirements in two consecutive study periods.
Satisfactory Academic Performance	An international VET student is displaying satisfactory academic performance if the student is achieving a competent result in all assessments for all units of competency undertaken in a given study period and is on track to successfully complete their program within the expected duration of study.

COMPLIANCE EVIDENCE

For Sydney College of Professional Education Pty Ltd to show it is complying with National Code 2018, it has the following as evidence:

- A Training and Assessment Strategy for the qualification / a course
- A course schedule/timetable applicable to each student individually or as a group
- Course Progress Policy and Procedure
- A documented intervention strategy for students at risk of not making satisfactory course progress
- Attendance Policy & procedure
- Evidence of assessing students’ course progress at the end of each study period;
- Documented evidence in students’ files of any intervention measures implemented for them.
- Evidence of exceptional circumstances where eCoE is extended will be rigorously kept.

PROCEDURE

Advice to students

At the orientation session, all students will be advised of the meaning and requirements for course progress and of the requirement to complete the course by the scheduled end date of the course.

Allocation of enrolment load

After enrolling with Sydney College of Professional Education Pty Ltd, students will be allocated an enrolment load (list of units of competency to be completed) which is consistent with the expected duration of the qualification being studied.

Extending the duration of a student's COE based non-satisfactory academic performance is fully specified in the associated Sydney College of Professional Education Pty Ltd policy and procedure related to **Academic Course Progress Policy, Deferment, Suspension & cancellation** and **ESOS National Code 2018**. It involves:

- Early detection of, and intervention in, unsatisfactory academic performance
- Review of academic performance at end of first study period
- Monitoring and implementing intervention strategies for students with lack of satisfactory academic performance during a consecutive study period.
- Review of academic performance at end of consecutive study period.

Using these benchmarks, the Course Coordinator will determine that the student's academic progress is such that the student, no matter what intervention strategy is implemented, cannot reasonably complete his or her course within the expected duration as specified on the student's *eCoE*. This would normally be done as part of the academic review process conducted at the end of a student's penultimate, study period. In simple terms the Course Coordinator in conjunction with the CEO, decide in conjunction with the student that it is not possible for the student to successfully complete all the remaining units necessary for the award of the qualification within the expected duration. Using the allocated hours identified in the Training and Assessment Strategy and the proposed delivery schedule of the institute the Skills Department Head/ Course Coordinator identify the expected extra time required for the student to fully complete the requirements of the qualification.

On determination of the additional time and agreement with the student which is after the student completes and signs a request form and CEO approves it, the CEO will formally advise the Student Admin Officer/ Staff in writing, that a new CoE should be issued to extend the duration of the student's study.

The Student Admin Officer/ Staff will notify the Secretary of Department of Education through PRISMS within 10 working days. Copies of all outcomes and notifications related to the process are kept on the student's file in accordance with Sydney College of Professional Education Pty Ltd's policies and procedures.

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

In some cases, involving student well-being, Sydney College of Professional Education Pty Ltd may consider extending the duration of a student's period of enrolment on the basis of a period of student or **Institute initiated suspension** being granted for compassionate or compelling circumstances.

Compassionate and compelling circumstances generally include:

- a. serious illness or injury where a medical certificate states that the student is unable to attend class
- b. bereavement of close family members such as parents or grandparents (documented evidence must be provided).
- c. serious illness, accident or family incident which requires emergency travel which has impacted on the student's studies;
- d. the inability to begin study on the course commencement date stated on the Confirmation of Enrolment (CoE) due to delay in receiving a student visa
- e. major political upheaval or natural disaster in the home country requiring their immediate travel
- f. a traumatic experience which could include but is not limited to:
- g. involvement in or witnessing of an accident or

- h. a crime committed against the student or
- i. the student has been a witness to a crime, and this has impacted on the student

In granting approval or initiating a suspension based on compassionate or compelling reasons Sydney College of Professional Education Pty Ltd will examine the impact of such a period of suspension on the expected duration of the course. Normally as a part of approval of such a suspension the Course Coordinator/ CEO will develop an agreed action plan in conjunction with the student so that the absence from the institute will have minimal impact on course duration. Such an action plan may include

- Additional reading and self-paced activities
- Delayed assessment
- Self-directed project work
- Workbook activities
- Extra classes

If the approval of such a suspension is likely or possible to impact on the expected course duration the Course Coordinator will note this on the student file and apply intervention as per the Intervention Policy.

The Course coordinator in conjunction with the CEO will determine if the period of suspension is such that the student, no matter what intervention strategy is implemented, cannot reasonably complete his or her course within the expected duration as specified on the student's CoE. This would normally be done as part of the academic review process conducted at the end of a student's penultimate, study period. In simple terms the Course Coordinator and the CEO, decide in conjunction with the student whether it is possible, because of the period of suspension granted based on compassionate or compelling circumstances, for the student to successfully complete all the remaining units necessary for the award of the qualification within the period of a single term. Using the allocated hours identified in the Training and Assessment Strategy the CEO and Course Coordinator identify the expected extra time required for the student to fully complete the requirements of the qualification.

On determination of the additional time and agreement with the student which is after the student completes and signs a request form and CEO approves it, the CEO will formally advise the Student Admin Officer/ Staff that a new eCoE should be issued to extend the duration of the student's study. Sydney College of Professional Education Pty Ltd will notify the Secretary of Department of Education through PRISMS within 10 working days.

Copies of all outcomes and notifications related to the process are kept on the student's file in accordance with the Sydney College of Professional Education Pty Ltd's policies and procedures.

RESPONSIBILITY

The CEO has responsibility to ensure that all administrative and teaching staff are aware of the requirement for students to satisfactorily complete the course within the specified time and of the obligation of the Sydney College of Professional Education Pty Ltd to intervene if it is perceived that the student is 'At Risk' of not finishing on time. Issuing a new COE extending a student's period of study is a last resort action of the **Sydney College of Professional Education Pty Ltd** and it is the responsibility of the CEO on the advice of the Course Coordinator to approve such an extension.

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