

Completion within expected duration Policy & Procedure

1 Policy: To outline the policy for monitoring the academic progress (for VET courses) and attendance monitoring (for ELICOS courses) of international students to enable the identification and support of those at risk of not completing their course within the expected course schedule as stated on their CoE.

- 1.1 Institute of Business and Management (Victoria) monitors' student's course progress and attendance monitoring to assist them in completing their course within the expected course schedule as stated on their CoE.
- 1.2 In order to meet the requirements of the National Code 2018, Institute of Business and Management (Victoria) will monitor academic progress and minimum attendance of international students and implement intervention strategies where necessary.
- 1.3 This policy applies to all international students on a Student Visa enrolled in a CRICOS Registered program at Institute of Business and Management (Victoria) and the staff involved in training and assessment delivery and in the management and support of international students.
- 1.4 Whilst monitoring progress against the program duration is a separate requirement to monitoring academic progress for reporting purposes, there may be some overlap in processes. For example, Institute of Business and Management (Victoria) will review the results of all international students at the end of each study period. At the same time, Institute of Business and Management (Victoria) will also check the student's progress towards completion of the program within the specified duration as per this policy.
- 1.5 Institute of Business and Management (Victoria) provides support in accordance with the institute's Student support policy and procedure (standard 6) to assist international students completing their course within the expected duration.
- 1.6 Institute of Business and Management (Victoria) extends the duration of an international students CoE in the limited circumstances identified in item 1.09 of this policy and procedure.
- 1.7 If due to exceptional circumstances identified in item 1.09 of this policy and procedure Institute of Business and Management (Victoria) amends an international student's CoE via PRISMS, it issues the new CoE to the student and places a copy in the student's file.
- 1.8 International Students study at least one unit that is not Distance or E learning in each study period.
- 1.9 Institute of Business and Management (Victoria) extends the scheduled duration of study in the following exceptional circumstances:

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 was unable to attend classes
- bereavement of close family members such as parents or grandparents

Completion within expected duration Policy Procedures	Implemented: February 2021	Reviewed By: February 2022	Page 1 of 6
Institute of Business and Management (Victoria)	info@ibm.vic.edu.au www.ibm.vic.edu.au	Building D, 60 Belfast Street Broadmeadows VIC 3047	

- major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident
 - Witnessing or being the victim of a serious crime.
- where the institute was unable to offer a pre-requisite unit
- inability to begin studying on the course commencement date due to delay in receiving a student visa
- If student is at risk of not achieving satisfactory course progress and the institute is implementing its intervention strategy that requires the period of study to be extended (reference Student support policy and procedure)
- If an approved deferral of commencement of studies or the suspension of study has occurred under standard 9 (Deferring, suspending or cancelling the overseas student's enrollment)

1.10 Reasons for the changes to the duration of their course are recorded in the student's file.

1.11 In case of changes to the duration of course, Provider must advise the student to contact immigration to seek advice on any potential impact on their visa.

1.12 International students full time load is considered as a minimum of 20 scheduled hours of attendance per week unless:

- There are compassionate or compelling circumstances for reducing the load
- The reduced load is part of the institute's intervention strategy
- The students study load has been reduced through a successful Credit Transfer application
- The students study load has been reduced through a successful Recognition of prior learning application
- Part of the course is delivered via distance learning
- Pre-requisite units are not available in that study period
- The student has studies, plans to study, extra units in another study period
- The student has only few unit/s left to complete

1.13 The length of a study period varies depending on the course. The duration of any study period including holiday breaks is no more than 15 weeks.

Course	Duration of study period (excluding holidays)
ELICOS General English	10 weeks
BSB50415 Diploma of Business Administration	13 weeks
BSB60215 Advanced Diploma of Business	12 weeks

Definitions:

- CRICOS: Commonwealth Register for Institutions and Courses for Overseas Students
- Department of Education (DoE): Commonwealth Government department that provides protection for international students through the Education Services for Overseas Students (ESOS) Act
- DIBP: Department of Immigration and Border Protection, www.border.gov.au
- PRISMS: Provider Registration and International Student Management System [PRISMS]. Through PRISMS, certain Australian Government agencies can monitor student compliance with visa conditions and provider compliance with the Education Services for Overseas Students Act 2000 (ESOS Act). PRISMS is a secure system for providers to: - issue 'Confirmations of Enrolment' to overseas students intending to study in Australia

(the Department of Immigration and Border Protection requires these to issue a student visa), and report changes in overseas student's course enrolment.

- Expected duration for the purposes of Standard 8: 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). The expected duration for overseas students should not differ from the expected duration for domestic students. The course duration includes approved holiday periods.
- CoE: Confirmation of Enrolment. A CoE is issued to the student based on the registered duration of a course (or a shorter duration if the student has already completed part of the course). A student should complete the course within the length of the CoE unless the circumstances specified in National Code 2018 Standard 8.16 applies
- Compulsory study period: A compulsory study period is one in which the student must enrol unless granted a deferment or suspension from enrolment or leave of absence under Standard 9. A compulsory study period does not include periods in which the student can elect to undertake additional studies.

1.14 Students must submit verifiable documentary evidence when applying for the scheduled duration of their course to be extended.

1.15 The CEO is responsible for the implementation of this policy and procedure.

1.16 This policy is implemented in compliance with the requirements of the National Code of Practice 2018 Standard 8.

2. Procedure

Course duration

- 2.1 **Course:** The program of study that consists of units of competency the student enrolls into.
- 2.2 **Course requirements:** To meet course requirements in order to be awarded a qualification, students must successfully complete required assessments (including theory and practical components) for all units of competency they are enrolled into in that study period.
- 2.3 Institute of Business and Management (Victoria) develops AQF and ELICOS courses in consultation with Students, academics and industry representatives
- 2.4 Course duration is set and approval gained through the regulator.
- 2.5 Institute of Business and Management (Victoria)'s courses for international students are CRICOS registered.
- 2.6 All international students are issued CoE's with the course duration indicated in accordance with the CRICOS registered course duration.
- 2.7 International students are issued timetables at the beginning of their course indicating the scheduled duration.
- 2.8 An orientation program is provided outlining the expectations of students in achieving satisfactory course progress (VET courses) and satisfactory attendance (ELICOS courses) and in completing their course within the expected duration. The outcome of not achieving satisfactory course progress and completing the course within the expected duration is also explained.

- 2.9 The availability of support services is communicated pre and post enrolment to assist students in completing their course within the expected duration.
- 2.10 Students attempt each unit within their course as per the course schedule provided.
- 2.11 The importance of attending all classes is explained along with completing all assessment tasks as per the course schedule.
- 2.12 Student attendance is monitored and intervention employed where appropriate in accordance with the institute's Attendance monitoring policy and procedure
- 2.13 Student course progress is monitored and intervention employed where appropriate in accordance with the institute's support policy and procedures.

3. Monitoring progress

- Student attendance records are entered into student management system (SMS) on a fortnightly basis
- Unit assessment results are inputted into the SMS (Student Management System) on a fortnightly basis.
- For VET Courses- The training manager and Trainers monitor course progress in accordance with the Course progress policy and procedure
- For ELICOS courses- The director of studies and trainers monitor course attendance in accordance with the ELICOS student support policy and attendance monitoring policy and procedure
- Institute of Business and Management (Victoria) implements an intervention strategy to assist students who are identified as being at risk of not completing their course within the expected duration.

Intervention strategy

An individual 'plan' developed in consultation with an international student and his/her trainer to provide specific academic support and/or assistance and/or advice to a student identified 'at risk' of not completing their course within the expected duration

The primary purpose of an Intervention Strategy:

- To provide specific academic support, assistance and/or advice to address the issues preventing the student from completing the course in that study period.
- An Intervention Strategy is an individual 'plan' developed and implemented by the Training Manager/CEO of Institute of Business and Management (Victoria) in consultation with an international student and the trainer.
- The Training Manager/CEO/ director of studies will review the results of all international students at the end of each quarter/term to identify students 'at risk' of not achieving satisfactory academic progress i.e. of not achieving competency in at least 50% of the units required to be undertaken in the study period
- A student at risk will generally be identified by the teaching staff responsible for the program being undertaken. However, other Institute of Business and Management (Victoria)'s staff such as the Student Administration Officer (SAO) may also identify a student to be at risk.
- The Training Manager/Director of studies will also check the student's progress towards the completion of the program within the specified duration at the end of each study period.
- The Training Manager will notify the SAO where a student has failed to attend classes for 5 consecutive days without a medical certificate, since this may indicate a risk of unsatisfactory attendance and ultimately course progress.

- The Training Manager may choose to activate an intervention strategy at any point during the study period.
- Students at risk of not completing program will be asked to attend a meeting with the Training Manager.
- The must be agreed to and signed by the Training Manager and the international student, and a copy forwarded to the SAO for the student's file.
- Following implementation of an Intervention Strategy, Institute of Business and Management (Victoria) will continue to monitor the academic progress/ attendance of the student for the remainder of the term.

4. Student support

- 4.1 Intervention strategies are employed in compliance with VET - the Course progress policy and procedure, ELICOS – Attendance monitoring policy and procedures for students who are identified at risk of not completing the course within the expected duration.
- 4.2 Students who are identified as falling behind the training schedule may have their study schedule modified in order to ensure they complete within the expected duration.
- 4.3 Strategies for assisting student's completing within the expected duration include:
- Re-assessments
 - Undertaking additional units during holiday periods
 - Undertaking additional units during subsequent study periods
 - Strategies identified in the Course progress policy and procedure
- 4.4 Students who have their program modified are given an explanation of the necessity for this and considerations. Explanations are provided verbally and in writing and the student given opportunities to clarify information.
- 4.5 The effectiveness of modified program is monitored by the Training Manager/Director of studies with remedial action taken where appropriate.
- 4.6 If a student's program is modified all communications and documentation employed is placed in the student file.

5. Extending scheduled course duration

- 5.1 If after having their program modified and/ or being placed on an intervention strategy the student is unable to complete their course within the expected duration the institute will extend the duration of the CoE only in compliance with item 1.09 of this policy and procedure.
- 5.2 All changes to a student's course duration are reported to DoE via PRISMS and records /documents/ reasons for the decision are placed in student files.
- 5.3 Students are issued a new CoE.
- 5.4 Student progress is monitored and assistance provided in accordance with this, Student support and the deferment, suspension or cancellation of enrolment policy and procedures.

6. Notification of intention to report

- 6.1 When it is evident that a student will not complete their course in the expected duration and one or more of the relevant conditions in clause 1.09 of the Policy are not met, the student's enrolment will be cancelled as per the Deferral, Suspension and Cancellation Policy.
- 6.2 The student will be sent a letter informing them of the institute's intention to report.
- 6.3 The student will be advised of the process for appealing against this decision via the institute's Complaints and Appeals process and informed they have 20 working days to appeal the decisions.
- 6.4 Students who choose to access this process will not be reported if they appeal within 20 days of the letter indicating the institute's intention to report. Students must continue to attend classes during the appeals process as specified in Institute of Business and Management (Victoria)'s Complaint and Appeals Policy.
- 6.5 Students who chose not to access the complaints and appeals processes within the 20-working day period, withdraws from the process, or the process is completed and results in a decision supporting Institute of Business and Management (Victoria), Institute must notify the Secretary of Department of Education through PRISMS that the student is not achieving satisfactory attendance/ course progress as soon as practicable.
- 6.6 If the circumstances described in clause 6.5 occur, Institute of Business and Management (Victoria) will cancel the student's enrolment.
- 6.7 A hard copy of the PRISMS entry will be included in the student's file