
Student Policy on completion within the expected duration of study

Procedure

i. Standard process for students completing courses within the expected duration:

1. Student enrolls at Greenwich
2. Student course progress is monitored on a regular basis through:
 - the review of attendance,
 - class participation,
 - all course assessments to ensure completion within time frame
3. Student course progress is satisfactory
4. No change in course length required

ii. Student files will be maintained at all times and may include the following:

1. documents relating to any compassionate and compelling circumstances that have interfered with a student's ability to complete the course within the expected duration,
2. documents relating to any approved deferment or suspension,
3. documents that relate to a student's poor academic progress and action taken to intervene.

iii. Process for monitoring and managing issues in student completion of courses within the expected duration:

The process for monitoring student course progress is specified in the Course Progress Policy:

- Students are identified as making unsatisfactory course progress if they fail to make satisfactory course progress in spite of intervention procedures implemented
- Students receive academic reports every term. Early intervention measures will be put in place in the event that a student has received less than 50% on their assessment tasks in any one term
- If satisfactory academic progress is not made in spite of the intervention strategies being implemented, the below detailed process of addressing the possible continuation of the student's enrolment and the possible reporting of the student on PRISMS will be enacted.

The process of addressing 'compassionate or compelling circumstances' is:

- If, during the intervention process, reporting process, or at any other time, a student reports or staff become aware of any situation that could be considered compassionate or compelling circumstances, such as serious illness, death in the

family or some other reason, then an appropriate investigation of the circumstances will be made and support of the student will be provided.

- Students will be required to provide evidence of the compassionate or compelling circumstances in such cases
- Where there is evidence of compassionate or compelling circumstances that explains in itself a student's absence, or unsatisfactory academic progress, this will be considered and, where possible the college will refrain from reporting the student on PRISMS for lack of course progress.
- Where the student in this circumstance is unable to complete their course within the expected duration or a duration that is within the boundaries set by their visa, the reporting process set out below will be enacted.

iv. Process for recording course variations and student default due to students not completing their course within the expected duration:

Where a student has been deemed as at risk of or shown to be unable to complete their course within the expected duration, Greenwich English College Pty Ltd will:

1. Confirm this with the student in writing
2. Ensure the student has had sufficient opportunity to benefit from the college's intervention strategy
3. Ensure the student has had the opportunity to report any relevant compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes)
4. Communicate to the student that a report or variation will be made in PRISMS, allowing 20 working days for them to appeal this decision as per the policy and procedure for deferring, suspending or canceling a student enrolment.
5. In cases where the student requests Greenwich English College Pty Ltd record an amendment to their eCoE in PRISMS, this can be completed immediately on receipt of a written request from the student.
6. In all such cases, full records of communications and actions taken will be maintained by Greenwich English College Pty Ltd.

Where there is a variation in the student's load which may affect the student's expected duration of study, Greenwich will:

1. continue to monitor student course progress to ensure completion within time frame;
2. implement the Intervention Strategy to help the student complete the course as best as possible within the required time frame;
3. if necessary, increase the course length to enable student to meet academic progress requirements;
4. record any variation and the reasons on the student file and student management system; and
5. correctly report the student via PRISMS and/or issue a new COE when the student can only account for the variation/s by extending his or her expected duration of study.

v. Process for managing non-award ELICOS course students not completing their course within the expected duration

Due to the nature of ELICOS courses generally being non-award courses, 'completion' of course generally refers purely to completion of the number of weeks in which the student has enrolled. Where a student cannot, due to absence, break, or compelling or compassionate circumstances, complete the full number of weeks of study in which they originally enrolled, they may choose between:

- Finishing their study on the originally planned date
- Finishing those weeks in which they have enrolled that can be completed within the time allowed under the conditions of their visa
- Request an extension in their study time, by the recording of a variation in their eCoE in PRISMS, followed by their attendance to an office of DIBP to discuss a new visa to cover this new period.

In all such cases, students will be required to communicate their wishes and the outcomes of their actions to Greenwich English College Pty Ltd in writing.

It should be noted that all issues regarding attendance of ELICOS students is addressed within the policy and procedure on attendance.

References

Monitoring Course Progress Policy.

Monitoring Attendance Policy.

Related Code

Related: National Code 2018 Standard 9.

Authorising Officer: _____ **Date:** _____ **Review Date:** _____

This policy is to be reviewed twelve (12) months from this date.