



<b>Terms</b>	<b>Definitions</b>
<b>Appeal</b>	Request by a student to have a matter heard and/or re-considered after receiving an unfavourable decision.
<b>At risk</b>	Being “at risk” of not meeting satisfactory course progress requirements means: <ul style="list-style-type: none"><li>• Failing 50% or more units in a study period for VET students</li><li>• Failing 50% or more of total score of the course requirement</li></ul>
<b>Intervention Strategy</b>	An individual plan to provide academic support and/or assistance to an international student identified ‘at risk’ of achieving satisfactory academic progression.
<b>Not Yet Competent (NYC)</b>	Not meeting the required performance criteria to achieve satisfactory outcome for the unit of competency for VET students
<b>PRISMS</b>	Provider Registration and International Students Management System. The management information system used by the Department of Education and DoHA to record international student program enrolment details.
<b>Study period</b>	A study period is a discrete period of time measured in weeks (usually between 10-14 weeks). The study period begins from the student’s actual commencement date. The course may contain one or more study periods. Different courses have study periods of different duration. All study periods within a course will be the same except for the final study period, which may be shorter or longer due to the course ending, but it will still be considered as a full study period.
<b>Unsatisfactory Academic Progress</b>	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.
<b>Satisfactory Academic Performance</b>	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.
<b>Distance study</b>	Distance learning is study in which the teacher 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.
<b>Online Study</b>	Online learning is study in which the teacher and overseas student communicate mainly through electronic technologies for the unit.
<b>Compulsory study period</b>	A compulsory study period is one in which the student must enroll unless granted a deferment or suspension from enrolment or leave of absence. A compulsory study period does not include periods in which the student can elect to undertake additional studies.
<b>Expected duration of course</b>	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).



### **Policy**

This policy and procedure supports Standard 8 of the National Code 2018 to ensure that students enrolled with Veritas Institute Australia complete the course within expected duration and as per study plan. This policy applies to all Veritas Institute Australia international vocational education and training International students and Veritas Institute Australia's staff who deal with all academic matters. The purpose of this policy is to ensure that Veritas Institute Australia 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 Course Progress Policy & Procedure.

### **Responsibility**

The RTO Manager/ Academic Coordinator and Administrative Staff are responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

### **Procedure**

The following procedures ensure that students complete their studies within the expected duration of the course and Veritas Institute Australia only extends the duration in the circumstances outlined in Standard 8 of the National Code of Practice for Providers to International 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

- Veritas Institute Australia defines Study load for an international student as 20 hours per week and duration of a standard study period for Veritas Institute Australia is between 10-14 weeks (1 term).
- The RTO Manager/ Academic Coordinator / Administration Staff and an assigned trainer/assessor are responsible for monitoring student's course progress and ensuring that the intervention strategy is put in place for students where students are identified at risk of not completing the program within the expected duration as per Veritas Institute Australia's Course Progress Policy.
- The Administration Staff is responsible for monitoring the students' CoE course duration and make variations to COEs where extension is required based on intervention outcomes as defined in Veritas Institute Australia's Course Progress Policy.
- A copy of CoE will be kept in each student's file and variations to the CoE will also be retained within the student file and the Student Management System.
- Procedures for monitoring course progress and attendance shall be implemented and appropriate intervention processes followed where students are not meeting these requirements at the end of each study period. Veritas Institute Australia shall monitor all students' ability to complete their course within the expected duration in a number of ways:
  - Trainers / Assessors will meet regularly to ensure that students are progressing across all areas of training being provided.
  - Course progress will be monitored for each unit by Administration Staff and the assigned Coordinator or the RTO Manager.
  - Timetable and schedule for the course will be developed and implemented and reviewed by the RTO Manager at the end of each study period, or earlier if required.



- Where a student is identified as being at risk of not completing the program within the expected duration, Veritas Institute Australia shall implement appropriate intervention strategies as defined in its Course Progress Policy.

These intervention steps will include a meeting with the student to identify the cause that compelled the student at risk. Within this meeting, strategies to assist the student in completing the course within the expected duration shall be discussed and implemented as required. These strategies may include:

- Requesting that the student make an appointment with the reassessment officer to redo failed units,
- Requesting that the student to redo failed units during the college break time in college,
- Providing one-to-one assistance and counselling with a qualified trainer,
- Discussing with other trainers and/or other relevant staff members issues relating to time management skills, examination techniques, motivation and other issues which may be impacting on the student's ability to complete his or her course,
- Reducing the student's unit load temporarily,
- Where appropriate, request that the student undertake an English language course to improve his or her English to a level that will enable the student to complete his or her VET course satisfactorily. Such additional English classes will need to be arranged by the student at their own cost,
- Extending the students CoE end date to enable the student to complete units,
- During the course of intervention, where the RTO Manager / Academic Coordinator or the trainer/assessor identifies that the student may not satisfactorily complete the increase study load (including the not yet competent units from the previous study period) the study load may be varied to allow satisfactory course progress.
- Where a student is identified of being at risk of not completing their course in the expected duration due to lack of course progress, the RTO manager/ Academic Coordinator or the trainer/assessor will prepare intervention strategy as per Veritas Institute Australia's Course Progress Policy to ensure the student has the opportunity to complete the course successfully. Where this is the case the student's study period may be extended and the PRISMS updated by making student course variation and variation will be recorded in PRISMS and student's file including the reasons of variation.
- Veritas Institute Australia 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:
  - a) Veritas Institute Australia implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress;
  - b) Demonstrable evidence of 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); or
  - c) an approved deferment or suspension of study has been granted under Standard 9 of the National Code 2018.

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:
  - involvement in or witnessing of an accident or
  - a crime committed against the student or
  - 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 Veritas Institute Australia 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 Academic Coordinator/ RTO Manager 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 RTO Manager / Course Coordinator will note this on the student file.

The Course coordinator in conjunction with the RTO Manager 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 students' penultimate, study period. In simple terms the Course Coordinator and the RTO Manager, 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 RTO Manager and Course Coordinator identify the expected extra time required for the student to fully complete the requirements of the qualification.

- All meetings must be documented and any strategies arranged must also be documented,
- All changes to a student's course duration is to be reported to the appropriate government agency via the PRISMS reporting system and records / documents of reasons and the decision process to be kept in student files,



- If Veritas Institute Australia extends the duration of the student's enrolment, the student will be advised to contact Department of Home Affairs (DHA) to seek advice on any potential impacts on their visa, including need to obtain a new visa.

## **COMPLIANCE EVIDENCE**

For Veritas Institute Australia to show it is complying with Standard 8 and 9, 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
- 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.