

## **HIIE COMPLETION WITHIN EXPECTED DURATION POLICIES AND PROCEDURES**

### **Policy/Procedure Purpose**

The purpose of this policy/procedure is to outline the system used by HIIE to monitor student course workloads to ensure that students do complete the course within the duration of the CoE (as described in National Code 2018 Standard 9).

### **Person who is Responsible**

The Registrar is responsible for the implementation of this policy/procedure and to ensure that other staff members and students are aware of its application and that staff implement its requirements.

### **Requirements**

Students are monitored closely to ensure they complete their course within the course duration that is on their CoE via implementation of the Monitoring Course Progress Policy. (Please refer to the Monitoring Course Progress Policy document for details)

HIIE does offer remote self-paced learning to international students. However the time duration allocated for remote self-paced learning for any qualification will NOT be more than 20% of the duration of the entire course. E.g. students attend 16 hours of face to face training per week and 4 hours of remote self-paced learning per week.

Where 20% of the course is offered via remote self-paced learning, HIIE ensures that the student must be studying at least one unit that is not by remote self-paced learning in each compulsory academic term.

The CoE will only be extended in the event where it is clear that the student will not complete the course within the expected duration, as specified on the student's COE as per Standard 9.2 (a,b,c), as the result of:

- compassionate or compelling circumstances including the circumstance where the registered provider was unable to offer a pre-requisite unit.
- implementation of the intervention strategy as per the Monitoring Course Progress Policy for the student at risk; or
- an approved deferment or suspension of study has been granted under Standard 9 Deferring Suspending or Cancelling Student Enrolment Policy

Variations in the student's enrolment load are recorded and placed on student file (securely stored in a locked up cabinet on campus. Electronic backup copies of student files will also be securely stored). In the event variation leads to extension of the duration of study a new CoE will be issued via PRISMS for reporting and issuance. (National Code Standard 9.3), except in the circumstances specified in

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Standard 9.2, the expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.

## **Monitoring Method**

Monitoring enrolment load

- The progress of each student is monitored, recorded and assessed throughout the term instead of at the end of the term, in which they are enrolled as per Monitoring Course Progress Policy for the student's progress towards completion within the expected duration.
- After all results are available, the Registrar authorises the addition of assessments that have been failed in the previous units of competency to be added to the student's current term timetable to enable the student to complete topics/modules within the expected duration and fulfill course related requirements.

Under and over-loading the timetable: A student may study subjects during a non-compulsory study period or by overloading in some compulsory study periods to compensate for those study periods in which the student was studying a reduced load. Students may be permitted to enroll in less than a 'full-time' load in any study period including when:

- there are compassionate or compelling reasons for reducing the load
- the reduced load is part of the intervention strategy as per Monitoring Course Progress Policy
- the student has studied, or plans to study, extra units in another study period as authorized by the relevant staff member(s) or RPL has been granted
- the student has only a few units left to complete and these do not constitute a full-timeload;
- pre-requisite units are not available in that study period result in the student extending their study beyond the expected duration

CoE changes performed by Admissions

- When the student is required to repeat topics/modules in a term or study period, Admissions staff/Trainer will be notified by the Student Services and Registrar.
- Admission generates new CoEs for extension or change of course needs. Admissions alter and generate CoEs through PRISMS.
- All alterations to an existing CoE will be monitored by the PRISMS program to ensure that no student will study beyond the expected duration and will be alerted if this is proposed by the PRISMS user.

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## Definitions

**CoE** – Confirmation of Enrolment

**PRISMS** – (Provider Registration and International Students Management System) provides Australian education providers with the Confirmation-of-Enrolment (CoE) facilities required for compliance with the Education Services for Overseas Students (ESOS) Legislation

**Expected duration alert** – function of the PRISMS system that warns the user when a student's CoE end date is longer than the expected duration set by Department of Home Affairs

**Compassionate or compelling circumstances** – This means unusual or exceptional circumstances that are not part of daily life experience. The following are examples of such circumstances that would need to be supported with provided evidence:

- Serious illness or injury, where a medical certificate states that the student is unable to attend classes for a significant period of time
- If illness is psychological – must provide a psychologist's report
- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel
- A traumatic experience which could include involvement in, or witnessing a serious accident; and witnessing or being the victim of a serious crime

## Records

- Tutorial Attendance – Records are kept for attendance.
- Progress Reports – Evidence of assessing course progress at the end of each study period. These reports are prepared as a series of comments by Student Services indicating the student's current academic progress and attendance. These are requested on an individual basis when required by the Registrar or department heads but may also be made available at any time to guardians/agents. Copies of all reports are put in student's file and may be sent to the agents and/or guardians
- a record of variations to student enrolment on student's file;
- evidence of reporting variations to course length in PRISMS.

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## Procedures

STEPS	WHO IS RESPONSIBLE?	COMMENTS
1. Student is enrolled as per Offer Letter, Student Agreement, CoE and VISA. This establishes the planned study load.	Marketing Personnel and Admissions Officer	As per Offer Letter, Student Agreement, CoE and Enrolment Processes.
2. A decision / action has occurred as a result of either: monitoring course progression (Standard 10), or Deferral, suspension or cancellation of enrolment (Standard 13), or a unit not being able to be offered, or failure of a unit that affects the student's ability to complete their course within the required duration. Or any other compassionate or compelling circumstances.	Registrar/Student Services Personnel	Refer to Procedures: / Monitoring Course Progress Policy / Deferral, Suspension or cancellation of a student's enrolment Policy
3. Registrar and/or Student Services Personnel must provide advice to Admissions if the student will not be able to complete the course within the duration noted on their CoE.	Registrar / Student Services	Changes in study load will require an extension to the duration listed on the CoE.
4. Advise Student of impact of extending duration of study, the need to issue a new CoE and the requirement of reporting this to the Department of Home Affairs.	Registrar / Student Services	A letter should be sent to the student advising them of the need to issue a new CoE and the implications this may have. A copy of this letter should also be sent to Registrar where applicable. Records of notification / letters must be kept in the Students file.

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5. Report to Department of Home Affairs via PRISMS any changes to CoE.	Admissions	Reporting' the student (issuing a new CoE) should occur as soon as the provider knows the student cannot reasonably complete his or her course within the expected duration as specified on the student's CoE
6. Issue Student with new CoE.	Admissions	Providers do not need to issue a new CoE until they can accurately predict how long an extension of duration of study the student will require.

Note: Where a student received credit after arrival upon enrolment will need to have a new Student Agreement issued, the new Student Agreement will be signed and the length of the CoE will have to be reduced via PRISMS. Where a student finishes a study early, HIIE is also required to notify this early completion to the Department of Home Affairs via PRISMS. The Student should also be notified of this intention to report.

Implementation This Procedure will be implemented using the following strategies:

- Internal training sessions conducted by the Registrar to all Student Services staff involved in providing education services for overseas students.
- Documentation distribution, eg. posters, brochures, ESOS Policy and Procedure Folder