COMPLETION WITHIN EXPECTED DURATION

1. PURPOSE

The purpose of this policy and procedure is to define the system used by George Brown College (GBC) to monitor and manage course duration for each student and meet the requirements of NC Standards 8 and 11.

2. POLICY

The College monitors, records and assesses the progress of each student for each unit of competency and cumulatively at the end of each Term. At the College a Term is ten (10) weeks, except for Civil Construction Design Courses, which may go until 11-12 teaching weeks with one week 1-2 weeks of break. The expected duration of study as specified on the CoE must not exceed the CRICOS registered duration for the course except in cases where the expected duration has been extended with the College's approved criteria as listed below.

Where a student at the College will not complete the course within expected duration as specified on the CoE, the College will only extend the duration of the study for the reasons listed below:

- On medical grounds
- Compassionate or compelling circumstances
- GBC being unable to offer a pre-requisite unit
- The implementation of the GBC support/intervention scheme
- An approved deferment or suspension of study

If there is a variation to the student's timetable and workload which may affect the completion date, it will be recorded on the students file and in the student management system. If this change to a student's workload means that the student's period of study must be extended, the College will report the change via PRISMS and issue a new CoE.

3. REQUIREMENTS

National Code Standard 11 states, "the expected duration of the course does not exceed the time required to complete the course on the basis of full-time study – for VET courses, this is a minimum of 20 scheduled course contact hours per week unless specified by an accrediting authority.

Applicable Standards 2025 and Instruments

This policy and procedure is additionally subject to the Standards for RTOs 2025 and DEWR Policy Guidance.

Standard 2.1 – Information

…the following information is easily accessible by VET students

(2)(c)(i) the training product code and title, duration, modes of delivery, training delivery location, training commencement dates, scheduling, any requirements to commence or complete the training product including assessment requirements, whether any licencing or occupational licence requirements apply, and details of any third party arrangements that apply to the delivery of the training;

Full procedural and implementation details relating to these national VET requirements are provided in the *Standards for RTOs 2025 Policy and Procedure Manual*.

4. RESPONSIBILITY

The General Manager is 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.

5. SCOPE

This policy applies to all the College's overseas students studying onshore on campus.

6. PROCEDURE

Students are required to complete their course within the expected duration of study as recorded on the CRICOS Register unless the circumstances listed in this procedure apply.

The College may deliver up to one-third of the units (or equivalent) of a course by online or distance learning to an overseas student.

The PEO or her Delegate may extend the duration of the student's course only in the following circumstances:

a) On medical grounds (a medical practitioner's certificate indicating the student is unable to attend class) and a deferment or suspension of study has been granted;
b) In exceptional compassionate circumstances beyond the student's control, such as serious illness or death of a close family member (independent evidence of the exceptional circumstances is required) and a deferment or suspension of study has been granted;
c) Where the College is unable to offer a pre-requisite unit at the time it is required, and a deferment or suspension of study has been granted;
d) Where the College is implementing an intervention strategy for students at risk of not meeting academic progress requirements; or
e) Where the College has approved the deferral of commencement of studies or the suspension of study.

When there is a variation in the student's enrolment load which may affect the student's expected duration of study it must be notified on PRISMS within 31 days and, if necessary, a new COE issued.

Any extension to the duration of a student's course, and the reasons for the extension must be recorded by Compliance Officer on the student's file.

At the time of initial enrolment each student will be furnished with a training program schedule which will identify the units required to be completed in each term in order to complete the qualification within the normal duration as indicated on the CRICOS register.

After the completion of each term student results will be entered on the student database and a progress report generated for each student whose progress has fallen behind the training program schedule.

Each student identified as being at risk of not achieving satisfactory academic course progression (completion of all the prescribed units of competence) within any given study period of the training program schedule will have their program reviewed by the Compliance Officer and Student Services Team Leader in the first instance and then by the trainer and the General Manager and modified in order to ensure they will complete within the expected duration. Strategies to be considered for achieving the outcome will include:

- Re-sitting assessments
- Undertaking additional units in subsequent terms to "catch up" with their training program schedule.

The Student Services Team Leader and the Compliance Officer will compile a report at the end of each term for distribution to the General Manager. The report will identify international students 'at risk'.

Student will sign on a Risk Agreement Form which will allow student to know when they will resubmit each Unit of Competency. This will be provided to the student and placed on the student's file and recorded in Student Intervention on RTOmanager.

If a student's program cannot be modified so that they will complete within the expected duration of study as recorded on the CRICOS register they will be deemed to be at "at risk" of not meeting satisfactory course progress requirements and placed on an intervention strategy as documented elsewhere in the Course Progress and Attendance Policy and Procedure.

Procedure Summary Table

	Procedure	**Responsibility**
1	**Variation of course duration**	
1.1	If there is a variation to the student's timetable and workload which may affect the completion date, it will be recorded on the students file and in the Student Management System. If this change to a student's workload means that the student's period of study must be extended, the College will report the change via PRISMS and issue a new CoE.	Compliance Officer
1.2	Where an incident has occurred and the support mechanism has been put in place the intervention strategy will monitor any difficulty the student may have to complete within the expected duration of the course.	Student Services Team Leader
1.3	Where a student successfully applies for course credit post enrolment, the student's course duration will be affected, and the student will be informed. A new Student Written Agreement will be issued and an updated CoE generated in PRISMS.	Compliance Officer
2	**Documenting and recording procedure**	
2.1	All student requests, meetings, applications and referrals will be recorded in the student file in the Student Management System.	Student Services Team Leader

2.2	All student communications and requests will be handled in a confidential way as per our Privacy Protection Policy and Procedure.	Student Services Team Leader
2.3	All documentation will be kept on the student's file in the student management system. Records will be placed on the student's file and retained for 2 years following the cessation of studies with the College. Refer to the requirements in the following policies and procedures; ▪ Records Retention and Management Policy and Procedure ▪ Reporting Obligations Policy and Procedure	Student Services Team Leader
2.4	The following records must be retained for at least two years from the date the student's enrolment ends: ▪ Attendance records retained in Student Management Systems ▪ Evidence of monitoring of student progression, face to face and online as applicable ▪ Student communication, e.g., medical notices, special leave forms etc. ▪ Student contact and counselling records (for example, warning letters) ▪ Notices of intention to report ▪ Complaints and appeals outcomes ▪ Documentary evidence provided to support a claim of compassionate or compelling circumstances ▪ And any other relevant attendance records	Student Services Team Leader

7. Policy Implementation

This policy will be made available to all staff members and stakeholders through the internal communication channels, the website and in the Student Handbook.

8. Review and Continuous Improvement

This Policy and Procedure will undergo an annual review, or sooner if required, to ensure it remains relevant and effective in guiding the operations and strategies or as needed to reflect any changes in the regulatory environment or operational practices.

Feedback will be collated and analysed and discussed at the monthly management meetings, for noting or action with any necessary changes documented in a Continuous Improvement Form and in the Continuous Improvement Register.

Document Control

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Standards: NC 11			

Version Control

Version #	Changes	Approval By	Approval Date
1.0	Original Version	Preeti Singh	15/05/2025

Associated Documents

Continuous Improvement Form
Continuous Improvement Register
Course Progress and Attendance Policy and Procedure.
International Students Reporting Requirements Policy and Procedure