

COMPLETION WITHIN EXPECTED DURATION POLICY AND PROCEDURE

PP12

PURPOSE

This policy sets out the process for ensuring the completion within the expected duration of study meets the requirements of the National Code 2018, Standard 8

SCOPE

This policy applies to all International students enrolled in a course with Southern Cross Education Institute (SCEI), and SCEI staff who are responsible for monitoring a student's progress towards completion within the expected duration

DEFINITIONS

eCoE (electronic Confirmation of Enrolment)	A document, provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular course of the registered provider
Expected Duration	For the purposes of this policy, 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 course duration includes approved holiday periods.
International student	<ul style="list-style-type: none"> A person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act, but does not include students of a kind prescribed in the ESOS Regulations A person who has been granted a visa by the Department of Home Affairs which gives them study rights in Australia
National Code	National Code of Practice for Providers of Education and Training to Overseas Students 2018
PRISMS	Provider Registration and International Student Management System
SCEI / Institute	Southern Cross Education Institute

POLICY

1. SCEI will implement policies and procedures for monitoring the progress of each student to ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student's eCoE.
2. A copy of each student's eCoE and any variations to the eCoE will be stored in the Student Administration file.
3. Except in the circumstances listed in National Code 2007 Standard 9.2, the expected duration of study specified in the student's eCoE must not exceed the CRICOS registered course duration.
4. All students are required to attend SCEI on a full-time basis to ensure they meet the academic requirements of the course. Academic progress is monitored as indicated in PP13 Academic Progress Monitoring Policy and Procedure.
5. Southern Cross Education Institute will only extend the duration of the student's course of study where it is clear that the student will not complete the course within the expected duration, as specified on the student's eCoE, as the result of:
 - 5.1. compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes); or
 - 5.2. where SCEI was unable to offer a pre-requisite unit; or
 - 5.3. SCEI has implemented an intervention strategy for students who are at risk of not meeting satisfactory course progress; or
 - 5.4. inability to begin studying on the course commencement date due to delay in receiving a student visa; or
 - 5.5. bereavement of close family members such as parents or grandparents;
 - 5.6. an approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment);
6. When a student is subject to one of the above circumstances then Southern Cross Education Institute will follow the PP13 Academic Progress Monitoring Policy and Procedure and PP16 Deferring, Suspending or Cancelling Student Enrolment Policy and Procedure
7. All changes to a student's course duration are to be reported to the Department of Home Affairs (DHA) via the PRISMS reporting system
8. Where there is a variation in the student's enrolment which may affect the student's expected duration of study, SCEI will document this variation and the reasons for it on the Student Management System (Paradigm).
9. Copies of all documentary evidence relating to the decision process of extending a student's eCoE are to be kept in the student administration file and recorded in the Student Management System (Paradigm).
10. Southern Cross Education Institute does not provide any distance or on-line learning for International students

PROCEDURE

11. The student support officer will be responsible to monitor the academic progress of all students by following PP13 Academic Progress Monitoring Policy and Procedure
12. The student welfare officer will follow PP14 International Student Attendance Recording, Monitoring and Reporting Policy and Procedure to monitor attendance of students enrolled at SCEI.
13. The student support officer will export reports from PRISMS to identify students finishing within one month on a monthly basis.
14. The student support officer will follow up to check the progress or attendance of these students to ensure that they will finish on time.
15. If any student is identified as being at risk of not completing the course within expected duration, the student welfare officer will implement intervention strategy as per PP13 and PP14.

RELATED DOCUMENTS

- PP13 Academic Progress Monitoring Policy and Procedure
- PP14 International Student Attendance Recording, Monitoring and Reporting Policy and Procedure
- PP16 Deferring, Suspending or Cancelling Student Enrolment Policy and Procedure

LEGISLATIVE CONTEXT

- Education Services for Overseas Students Act (2000)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 8.16.
- Standards for NVR Registered Training Organisations 2025; Standard 2.3
- 2017 Standard VET Funding Contract Skills First Program

RESPONSIBILITIES

Chief Executive Officer

- Responsible for overseeing the implementation and compliance with this policy

Campus Manager, Training Manager, Student Support Officers, Business Development Manager (International):

- Adhere to and comply with this policy

Author	Compliance Manager
Approved by	Chief Executive Officer
Effective date	21 August 2014
Reviewed	July 2025
Version	7
Review date due	July 2026