



Believe,  
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# Completion within Expected Duration Policy

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# 1. Governing Standards & Legislation

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- Standards for RTO's 2015: Standard 1.7, 5.4, 6.6
- The National Code 2018: Standard 6: Student Support Services
- The Migration Act 1958: <https://www.legislation.gov.au/Series/C1958A00062>
- The Privacy Act 1988: <https://www.legislation.gov.au/Details/C2014C00076>

# 2. Purpose

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This policy supports compliance with the National Code 2018 (Standard 6), international students are required to complete their studies within the expected duration of the program, as specified on the student's Confirmation of Enrolment (CoE).

The following procedure ensures that students complete their studies within the expected duration of the course and the RTO only extends the duration in the circumstances.

# 3. Methodology

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Students are required to complete their studies within the timeframe indicated on their CoE and student visa. The College shall endeavour to ensure all students are given the opportunity to complete their studies within this timeframe. A copy of each student's CoE will be kept on the student's file and variations to the CoE will also be retained within the student file. No student shall be able to enrol in more than 30 hours of full-time study per week.

The College does not provide any distance or on-line learning to international students (*except in the instance where students are prevented from attending face to face classes due to a pandemic arrangement may be made to offer classes via the college's LMS Canvas®*). All students are required to attend the College on a full-time basis

If an international student is identified as not achieving satisfactory course progress at the end of term (10 weeks duration for Certificate III level, Certificate IV level, Advanced Diploma Level and two 10 weeks and one 12 weeks duration for Diploma level courses), an Intervention Plan may be developed by the Training Manager/Course Coordinator in consultation with the Trainer and student to discuss the issues of concern and offer the student support mechanisms to assist them in achieving competency. For more information on Intervention Plans please refer to the Course Progress Policy which can be viewed on the College website: [www.danford.edu.au](http://www.danford.edu.au)

The College 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. compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where the College was unable to offer a pre-requisite unit);
- b. the College implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or

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- c. an approved deferment or suspension of study has been granted under Standard 13.

The College will follow the steps outlined where a student is identified of the above circumstances:

- Monitoring Course Progress,
  - Deferment, Suspension & Cancellation of Enrolment.
- All changes to a student's course duration is reported to the Department of Home Affairs (DHA) via the PRISMS reporting system and records regarding the decision process are kept in student files.

Methodology			
Step	What	Recorded	Documentation
Upload Student data to Performance Tracker	CPO: Student details recorded as per the Training Plan.  Course duration is calculated for entire course	Student Performance Tracker	Monthly Course Intake List
Assessment Results	Trainers update the assessment results for all Units of Competency for all students.  Results provided within 14 days of the assessment results being finalised.	<ul style="list-style-type: none"> <li>• Results Tracker</li> <li>• RTO Manager</li> <li>• Student Performance Tracker.</li> </ul>	
Assessment Results Follow Up	If results are not provided within 14 days from unit submission date the CPO follows up with trainer/ academic Team Leader.		Email to Trainers
Weekly Reporting	The CPO completes weekly report on an excel sheet to: <ul style="list-style-type: none"> <li>• Monitor missing results,</li> <li>• Monitor any pending follow-up results or</li> <li>• To ascertain the current percentage of students who are At Risk.</li> </ul>		Weekly Report
Monitoring Performance	Tracks the performance status of each student	Performance Tracker	
Re-assessment Check	Checks with relevant Trainer to see if the student has completed any re-submit assessments for the Unit		Early Warning Letter Sent  Fee Counselling Session offered
Action List of In	Provides a list of In Danger students to	Student Status is coded as Orange: Performance	

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Danger Students	each Trainer for action	Tracker	
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## 4. Course Completion: Expected Duration

The duration of the course may be extended if it is evident that the student will not complete the course within the expected duration, as specified on the student's eCoE, due to:

- compassionate or compelling circumstances; or
- implementation of an Intervention Strategy; or
- an approved deferment or suspension of study

Any variation in the student's enrolment load which may affect the student's expected duration of study, together with the reason for the variation, will be recorded on the student's file by the Training Manager.

The Training Manager will correctly report the student via PRISMS and issue a new eCoE.

Except in the circumstances listed above, the expected duration of study, as specified in the student's eCoE, must not exceed the CRICOS registered course duration.

## 5. Complaints & Appeals

Students are advised in the written notification that they have 20 working days to make an Appeal, in accordance with the College's Complaints & Appeals Policy available on the College website [www.danford.edu.au](http://www.danford.edu.au)

Students may only Appeal in the following circumstances:

- Results have been calculated incorrectly;
- compassionate or compelling circumstances apply;
- an Intervention Strategy or other policies were not implemented, according to the College's documented policies and procedures that have been made available to students.

In the event a student lodges an internal appeal the student:

- must remain at the College and attend classes during the internal appeal process;
- will not incur any cost for the internal appeal process;
- will only be reported if the appeal decision does not favor the student.

If the student has exhausted the internal complaints processes and the dispute is unresolved or they are dissatisfied with the outcome, they may wish to raise their complaint with the Office of the Commonwealth Ombudsman ("Commonwealth Ombudsman"). The complainant or appellant has an opportunity to formally present his or her case at no cost to themselves. The contact details of the Commonwealth Ombudsman are as follows:

Commonwealth Ombudsman

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GPO Box 442  
Canberra ACT 2601  
Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)  
Tel: (in Australia): 1300 362 072 Tel: (outside Australia): +61 2 6276 0111

## 6. Record Keeping

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- A copy of all related documentation, including records of meetings, letters, file notes, forms, reports to the Department of Home Affairs and cancellation of enrolment will be kept on the students file.
- Student records and files will be maintained by the administration officer and backed up on the College server.
- Student enrolments are maintained throughout any appeal process

## 7. Related Documents

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- Complaints & Appeals Policy & Form
- Assessment policy
- Student Code of Conduct
- Student Handbook
- Student Intervention Agreement
- Student Performance Tracker
- Student Assessment Results Tracker
- Letter Templates-Early, 1<sup>st</sup> & 2<sup>nd</sup> Warning
- Letter Template-Intervention Acknowledgement
- Intervention Plan
- Letter Template-Intent to Report

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**End of Document**

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