

Course Completion and Certification Policy and Procedures



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COURSE TRANSFER POLICY AND PROCEDURE

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1. PURPOSE

The purpose of this policy is to ensure that:

- Campbell Institute monitors, records, and assesses each student's progress for each unit of competency, and cumulatively at the end of each term.
- Students enrolled at Campbell Institute complete their courses within the expected duration according to their study plans and receive their AQF certification documents within 30 calendar days.
- AQF qualifications and Statements of Attainment issued by the Campbell Institute are within its scope of registration and they certify the achievement of qualifications or industry competency standards from nationally endorsed Training Packages or VET Accredited courses.

This policy and procedure align with Standard 8 of the National Code 2018 and Standard 3, subclauses 3.1, 3.2, 3.3 and 3.4, of Standards for Registered Training Organisations (RTOs) 2015.

2. SCOPE

This policy and procedure apply to:

- International Students enrolled in Campbell Institute; and
- Staff of Campbell Institute involved in the issuance of the AQF Certification document and student course variation process.

3. DEFINITION

- AQF Certification documentation: official documents that confirm that an AQF qualification or statement of attainment has been issued to an individual.
- AQF qualification: qualification type endorsed in a training package or accredited in a VET accredited course.
- Compulsory Study Period: A compulsory study period is one in which the student must enrol unless granted a deferment or suspension from enrolment or leave from studies as per the Deferment, Suspension or Cancellation of a Student's Enrolment (ESOS Specific) Procedure.
- Confirmation of Enrolment (CoE): A document provides evidence of a student's enrolment with Campbell Institute. This evidence is required before Home Affairs will issue a student visa. The CoE contains information about Campbell Institute, course and duration of study in which the student has enrolled.

- **Compassionate or Compelling Circumstances:** Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but not be limited to:
 - Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
 - Bereavement of close family members such as parents or grandparents;
 - Major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted the student's studies;
 - A traumatic experience that has impacted on the student which could include involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime. In such cases supported by police or psychologists' report;
 - Where Campbell Institute was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol;
 - Inability to begin studying on the course commencement date stated on the CoE due to delay in receiving a student visa;
 - Inability to begin studying on the course commencement date due to delay in receiving a student visa;
 - Where the student failed occasional units but not sufficient to be identified by Campbell Institute's intervention process;
- **Credit:** Exemption from enrolment in a particular part of a course, including academic credit and recognition of prior learning.
- **Deferral:** Postponement of commencement of a course.
- **Expected Duration:** For the purposes of Standard 8, the expected duration of a course is the duration of the course specified on the student's CoE. The expected duration for overseas students should not differ from length of course as registered on CRICOS except where course credit has been approved.
- **Nationally Recognised Training (NRT) Logo:** logo used nationally to signify training packages and VET-accredited courses.
- **Statement of attainment:** statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency specified in the statement.
- **Suspension:** temporary postponement of enrolment during a course.
- **Testamur:** official certification document that confirms that a qualification has been awarded to an individual. In Australia, this may be called an 'award', 'parchment', 'laureate' or 'certificate'.

4. RESPONSIBILITY

All parties involved have the responsibility to ensure they abide by the following:

Assessors of Campbell Institute

- all evidence to validate an assessment outcome is in the student's electronic folder for each unit of competency
- results are updated with all dates and on assessment completion documentation.

Academic Coordinator/Officer as First Line of Defense

- ensure that the unit outcome is updated in the Student Management System
- create a Course Exit Checklist
- printed certification documents after receiving confirmation from the Campus Manager

Campus Manager as Second Line of Defense

- implementation of this policy and procedure and ensuring staff and students are aware of its application.

- determine student's eligibility for either testamur or a statement of attainment
- ensuring that the student who has finished their training with your Campbell Institute has been issued either a certification document along with a record of results, or a statement of attainment.
- approve issuance of certification documentation or a statement of attainment, review and instruct the printing of unsigned certification documents or a statement of attainment.

General Manager Education as Third Line of Defense

- check and confirm that the student has completed one or more units/modules by approving the Course Exit Checklist

CEO:

- sign the printed Certification Document or a statement of attainment as an authorised person

Compliance Manager

- conduct a File Audit to review that the process has been followed

5. POLICY STATEMENT

- 5.1** This Policy is in conjunction with the Campbell Institute's Deferment Cancellation Suspension Policy and Procedure Policy, and the Course Progress and Intervention Policy and Procedure.
- 5.2** Campbell Institute takes a rigorous approach to encouraging and supporting students to complete their courses within the expected duration. Campbell Institute generates Student Management System reports regularly to identify the study progress of each student. These reports are compared with the PRISMS report on student CoE end date. The number of remaining units is estimated by Campbell Institute to identify the course extension needs of individual students before they reach their final term of the course.
- 5.3** Campbell Institute ensures that it will
- a) Track student enrolment and monitor student course progress to ensure the student will be able to complete their course within the expected duration of study specified in the CoE.
 - b) Consider extending the duration of a student's study only
 - Where the student can demonstrate compassionate and compelling circumstances as assessed by Campbell Institute on the demonstrable evidence; or
 - Campbell Institute is unable to offer a prerequisite unit
 - Where 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)
 - As a result of the implementation of an intervention strategy for a student 'at risk' of not achieving satisfactory course progress (refer to Course Progress and Intervention Policy and Procedure);
- 5.4** Campbell Institute will only extend the duration of a CoE in limited circumstances as listed in 5.3 b). If the student's duration of study is extended, Campbell Institute will ensure to:
- a) Assess and process student course extension in a timely manner;
 - b) Document course extension assessment and decision-making process in the Student Management System and student file; and

- c) Communicate with students the outcome of the course extension in a timely manner.
- 5.5** Students who fail occasional units but are not sufficient for the Campbell Institute's intervention process or miss units due to a granted reduction of study load, or students on the Academic Misconduct list will be communicated with the provision of three (3) options:
- a) To enrol in the term break if the outstanding units and trainers are available; or
 - b) To increase their study load if the outstanding units are not available during the term break; or
 - c) To apply for a course extension by re-enrolling in the same course if the student is not able to increase their study load. The application will be assessed on a compassionate and compelling basis by Campbell Institute.
- 5.6** Students who receive an Intention to Report Notification for not meeting course Progress Requirements (ITR) will be advised they have 20 working days to access Campbell Institute's appeal process. If the student is in their last term of study period and if the appeal is approved and the student agrees on an academic intervention plan, then the student may apply for a course extension by re-enrolling in the course to complete the outstanding units within ten (10) business days of the receipt of the appeal approval outcome.
- 5.7** Change of duration of study also applies where a student is able to complete their study prior to the end of their CoE. The process for early completion is detailed in the Procedures of this document.
- 5.8** If Campbell Institute extends the duration of the Student's enrolment, a designated officer will advise the student to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.
- 5.9** Campbell Institute will issue an AQF certification document, within 30 calendar days, to students who have been assessed as meeting the requirements of the training product, as specified in the relevant training package unless:
- all agreed fees owed to the Campbell Institute have been paid.
 - Unique Student Identifier for that student is missing or incorrect, unless an exemption applies, as per the requirements of the Student Identifier Act 2014. If an exception applies, in accordance with SRTOs, Campbell Institute will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever comes first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.
- 5.10** All students who have completed a training program that leads to the award of a full AQF qualification will receive a certificate (testamur) and a record of results.
- 5.11** AQF certification documents can be re-issued to a student, upon written request. Replacement certification documentation will incur a fee, as specified in Campbell Institute's Standard Handbook, Non-Tuition Fees and Other Costs.

6. PROCEDURE

- 6.1** A full-time student load is planned as a minimum of 20 contact hours scheduled attendance per week however students may be engaged for less than this minimum requirement and the duration of the course may be reduced due to the unavailability of key or prerequisite units at the time it is required.
- 6.2** The change in the duration of study could be initiated by students or by Campbell Institute according to different circumstances. The change of duration could be early completion or an extension to the course.

- **6.3 Course Completion as per CoE End Date**

- 6.3.1 International Students are required to complete their course within the expected duration of study as recorded on their CoE unless the circumstances listed in 5.3 b)
- 6.3.2 To determine when a student has completed all Units of Competency, a report is generated from the Student Management System (SMS). Where a student is finishing the course and has not yet met the course requirement, the student will be contacted and advised to either submit the outstanding assessment or extend the course (if applicable.)
- 6.3.3 After checking the Learning Management System to ensure evidence of completion is available, the Academic Coordinator will update the Competency Status of each unit enrolled in SMS and will create a Course Exit Checklist.
- 6.3.4 The Course Exit Checklist will be sent to the Campus Manager and General Manager Education to verify the student's qualification outcome.
- 6.3.5 The Campus Manager generates the AQF certification document from the system and allocate the printing task to Academic Coordinator.
- 6.3.6 The Academic Coordinator prints a batch of AQF certification documents and submits it to the CEO for approval and signature.
- 6.3.7 CEO signs the AQF certification documents and gives the document to the Academic Coordinator to save the digital copy in the student file.
- 6.3.8 AQF certification documents are only issued to learners within 30 calendar days from the unit completion date in the Learner Management System following there is evidence of adequate assessment.

- **6.4 Early Completion**

- 6.4.1 Students may finish their CoE earlier than the end date specified in the CoE due to their successful early completion of the course. Student may opt for early completion of their course due to the reasons not limited to below
 - a) Visa Expiring
 - b) Travelling to home country
 - c) Migrating to another country
- 6.4.2 Campbell Institute will generate reports from the Student Management System and PRISMS to identify the students who are potentially eligible for early completion.
- 6.4.3 Students will be notified about the option for early completion based on their course progress. If a student wishes to pursue early completion, they will be asked to fill out the Early Completion Request Form and provided with the study plan.
- 6.4.4 Once the student completes the course earlier as per the course requirement stipulated in training.gov.au than anticipated as per their CoE, they will be required to fill up the Enrolment Variation Form to finalize their early completion
- 6.4.5 The academic team will review the academic profile of the student and verify that the student meets the requirements of the training product in which the student is enrolled and is complete as outlined in procedure sections 6.3.3 to 6.3.7.
- 6.4.6 Campbell Institute will issue the AQF certification document to the student within 30 calendar days of the student being assessed as meeting the requirements of the training product and provided all agreed fees the learner owes to the RTO have been paid.

6.4.7 When completion at least one month earlier than the CoE specified end date is confirmed, such a change will be reported in PRISMS within 30 calendar days.

6.4.8 Where the early completion causes changes to the student start date(s) for the following course(s) with Campbell Institute, upon student agreement, a revised CoE will be provided to the student.

7. COURSE EXTENSION

- 7.1 Students might find they are not able to complete their course within the duration specified in their CoE due to the reasons listed above in Section 5.3. b).
- 7.2 Students seeking an extension must contact the admission team for re-enrolment and submit the completed application form along with the supporting documents to Campbell Institute.
- 7.3 The completed application form and the supporting documents must be submitted to admissions@campbellinstitute.edu.au.
- 7.4 If a course extension is granted by Campbell Institute, the student will receive the extended CoE with the period needed to complete their course. The reason for the CoE extension will be reported in PRISMS.
- 7.5 When the course that requires an extension is followed by a second course, a new Letter of Offer will be issued to the student for the second course with the changes where applicable, such as course start/end dates, fees and conditions.
- 7.6 The assessment and process of the course variation for individual students must be documented in the student's file and recorded in the Student Management System and PRISMS.

8. APPEALING DECISION

An applicant may appeal against a decision to refuse an early completion or course extension request. The appeal must follow the process outlined in Campbell Institute's Complaint and Appeal Policy and Procedure, which is available on the website.

9. ASSOCIATED DOCUMENTS

- Complaint and Appeal Policy and Procedure
- Deferment Cancellation Suspension Policy and Procedure Policy
- Course Progress and Intervention Policy and Procedure
- Complaint and Appeal Form
- Enrolment Variation Form

VERSION CONTROL

Version Number	Date	Document Name:	Description of changes	Approved By	Date of next review
1.0	31.05.2024	Course Completion and Certification Policy and Procedure - V1.0 May 2024	<ul style="list-style-type: none"> • Policy and procedure were created. • Released for comment 	Harpreet Singh (CEO)	30.05.2025