



Study Load Policy and Procedure

TABLE OF CONTENTS

1.	3
2.	3
3.	3
4.	3
5.	3
6.	3
7.	4
8.	4
9.	5
10.	5
11.	5
12.	5
13.	6

1. PURPOSE

- 1.1 This document specifies Laneway Education's (the College) study load policy and procedure. It defines the process in which the College will monitor the enrolment load of its learners to ensure that at all times the learner is in a position to complete their program within the duration specified on their CoE (Confirmation of Enrolment).

2. SCOPE

- 2.1 This document applies to all staff and learners in the College.

3. COMPULSORY STUDY PERIODS IN VOCATIONAL EDUCATION AND TRAINING

- 3.1 The College delivers all training and assessment services purchased by a learner through four (4) terms (study blocks) per year, each consisting of ten (10) weeks of study. Each term is separated by a two-week study break with the exception being the extended Christmas holiday period.
- 3.2 Each term shall be a minimum of 20 hours per week duration with attendance recorded for each session.
- 3.3 All terms are considered compulsory study periods, and will equal the volume of learning required to meet the requirements of the Australian Quality Framework (AQF) and specific requirements of the relevant Training Package.
- 3.4 During each term, the requirements of the Training Package for any applicable workplace training will also be factored into the schedule.

4. ONLINE LEARNING

- 4.1 Online learning is study in which the trainer and learner communicate mainly through electronic technologies.
- 4.2 International learners may undertake no more than a third of their total program by online learning.

5. DISTANCE LEARNING

- 5.1 Distance learning is study in which the trainer and learner are separated in time or space throughout the duration of the unit of study.
- 5.2 International learners may undertake no more than a third of their total program by distance learning.
- 5.3 Note that the limitations on the amount of *online learning* and *distance learning* do not apply where the learner:
 - 5.3.1 does not hold a student visa;
 - 5.3.2 is resident in a country other than Australia; and
 - 5.3.3 is undertaking a unit of study with a registered provider in Australia.

Study of this sort is outside of the scope of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (as the learner does not hold a student visa).

6. APPROVED REDUCED STUDY LOAD

- 6.1 The College may permit a learner to undertake a reduced study load over the academic year in the following limited circumstances:
 - 6.1.1 The learner has been awarded credit transfers or RPL and there is no available course in that study term which will contribute to the program; or

- 6.1.2 The learner has not passed the required prerequisite courses to allow further enrolment; or
- 6.1.3 The learner has been approved for a reduced study load over the academic year as part of an intervention strategy; or
- 6.1.4 The learner has been granted an approved leave of absence under compassionate and compelling grounds.
- 6.2 Learners who wish to undertake an approved reduced study load must:
 - 6.2.1 Make application to do so in writing, via email, to the Head of Product no less than 21 days prior to the start of the course;
 - 6.2.2 Submit an application for RPL or Credit Transfer to support the application (if applicable);
 - 6.2.3 Be approved for such reduction in study load prior to the course start.
- 6.3 Learners permitted to undertake a reduced study load will be provided with a revised study plan which must be followed for all future study periods.

7. REDUCED STUDY LOAD

- 7.1 A learner applying for a reduced study load may only apply in the following circumstances:
 - 7.1.1 Compassionate or compelling circumstances; or
 - 7.1.2 We are unable to provide or offer the pre-requisite unit of study.

8. COMPASSIONATE OR COMPELLING CIRCUMSTANCES

- 8.1 Compassionate or compelling circumstances are generally those beyond the control of the learner and which have an impact upon the learner's course progress or wellbeing. These could include, but are not limited to:
 - 8.1.1 serious illness or injury, (an illness where a legally qualified medical practitioner (LQMP) provides a medical certificate which states the learner is unable to attend classes);
 - 8.1.2 bereavement of close family members such as parents or grandparents;
 - 8.1.3 major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the learner's studies;
 - 8.1.4 a traumatic experience which could include:
 - a) involvement in, or witnessing of a serious accident;
 - b) witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports.
 - 8.1.5 where the registered provider was unable to offer a pre-requisite unit; or
 - 8.1.6 inability to begin studying on the course commencement date due to delay in receiving a student visa.
- 8.2 Additional situations would be considered 'compelling' circumstances and could support the granting of an extension of the duration of a learner's study:
 - 8.2.1 if the learner had failed occasional units throughout the course, but had not done so poorly as to be picked up by the College's intervention strategy for course progress. In this case, the College would need to document the findings of the monitoring process and the decision to extend the learner's duration of study in order to complete the course.

9. CONFIRMATION OF ENROLMENT (COE) MANAGEMENT

- 9.1 Learners who do not abide by the requirements of this policy will be considered to be deliberately under-enrolling over an academic year, without acceptable reason and contrary to our advice.
- 9.2 As a result, The College may refuse any extension to a CoE for refusing to undertake the required study load.
- 9.3 The College will only extend the duration of the learner's CoE where it is clear that the learner will not complete their course within the expected duration, as specified on their CoE, as the result of:
- 9.3.1 compassionate or compelling circumstances (e.g. illness where a medical certificate states that the learner was unable to attend classes or where the College was unable to offer a pre-requisite unit.
 - 9.3.2 the College implementing its intervention strategy for learners who were at risk of not meeting satisfactory course progress, or
 - 9.3.3 an approved deferment or suspension of study has been granted under Standard 13 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.
- 9.4 In this instance, the College will record this variation and the reasons for it on the learner's file. The College will also report the learner via PRISMS and/or issue a new CoE when the learner can only account for the variation/s by extending his or her expected duration of study.

10. RESPONSIBILITY FOR MONITORING COURSE PROGRESS

- 10.1 The trainer is responsible for monitoring course progress to identify any learner who may be in need of support or intervention, and working with the learner and relevant staff to provide appropriate intervention.

11. INTERVENTION

- 11.1 Refer to Course Progress Policy and Procedure.

12. REPORTING

- 12.1 Learners who are identified as having unsatisfactory academic course progress over two consecutive study periods will be informed of the College's intention to report the learner to the Department of Home Affairs for unsatisfactory course progress.
- 12.2 The learner is also informed that that he or she is able to access the College's complaints and appeals process within 20 working days. The learner may appeal on the grounds of:
- 12.2.1 The College has failed to record or calculate their course progress accurately,
 - 12.2.2 Compassionate or compelling circumstances, or
 - 12.2.3 The College has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the learner.
- 12.3 If the College suspects a learner is not a genuine/bona fide learner, it will inform the learner of its intention to cancel their enrolment. Again, the learner is also informed that that he or she is able to access the College's complaints and appeals process within 20 working days.
- 12.4 If the learner accesses the College's internal complaints and appeals process, the learner's enrolment is maintained until the internal process is completed, unless extenuating circumstances relating to the welfare of the learner apply.
- 12.5 All records will be kept on the learner's file.

13. RESPONSIBILITIES

13.1 Laneway Education implements a RASCI Responsibility Matrix to assign and display responsibilities of individuals to carry out a process within the organisation.

	CEO	Head of Growth	Head of Product	Administration and Enrolment Coordinator	Administration and Enrolment Team Members	Trainers and Assessors	Student Experience Team Members	Growth Team Members	Head of Compliance
R			X	X					
A	X								
S					X	X			
C									X
I		X					X	X	

'R' Responsible – the person who is responsible for carrying out the entrusted task, monitoring compliance and maintaining records.

'A' Accountable (also Approver) – the person who is responsible for the whole task and who is responsible for what has been done.

'S' Support – the person who provides support during the implementation of the process.

'C' Consulted – the person who can provide valuable advice or consultation for the process.

'I' Informed – the person who should be informed about the process.

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