



Successful Completion Policy & Procedure

(Aligned with RTO Standards 2025)

1. Purpose of the policy:

Based on Standards 1 and Standard 4 related to RTO standards 2025, ESOS Act 2000, and National Code 2018 Mid City College will issue AQF Certification document to the learner only upon successful completion of the course.

2. Scope:

This Policy applies to all current and prospective students and staff at Mid-City College.

This policy applies to:

- Mid-City Campuses
- Students
- Management Team members

3. Responsibilities

- CEO

4. Policy Statement:

Mid City College is committed to providing quality training, assessment and support services. We recognise the importance of our human resources in meeting this commitment. Mid City College will ensure that the best possible staff are attracted by advertising widely all vacant positions.

Mid City College is committed to equal opportunity in employment and to providing a work environment that is free from harassment and discrimination. All decisions about recruitment will be based on merit and according to the position description requirements.

5. Policy:

Mid City College monitors, records, and assesses the progress of each student for each unit of competency and cumulatively at the end of each Term. Mid City College monitors the overall progress through the student management system and compares whether the student can finish the full course within the CoE period. At Mid-City College, the Term is 10 weeks. The expected duration of study as specified on the CoE of International students must not exceed the CRICOS registered duration for the course except in cases where the expected duration has been extended with the Mid City College approved criteria as listed below.

Whereas an international student at Mid City College will not complete the course within the expected duration as specified in the CoE, Mid City College will only extend the duration of the study for the reasons listed below:

- Compassionate or Compelling circumstances
- The implementation of the Mid City College support/intervention scheme/strategy
- An approved deferment or suspension of study

If there is a variation to the students' timetable and workload which may affect the completion date, it will be recorded on the student's file with a reason of such and in the Student Management System (SMS). If this change to a student's workload means that the student's period of study must be extended, Mid City College will report the change via PRISMS and issue a new CoE. Compelling or compassionate circumstances are defined as things outside of the control of the student and which may influence the student's ability to complete their study program under the original CoE. They include things such as:

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- Serious illness or injury. A medical certificate is needed stating the student is unable to come to class.
- Death of a close family member.
- Major political unrest in home country or natural disaster.
- The student is witness to a crime or having a crime committed against them.

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. Currently, Mid City College has no plans to offer online or distance learning modes to students.

6. Process

1. International Students are required to complete their course within the expected duration of study as recorded on the CRICOS register unless the circumstances listed in 1.3 of this procedure apply.
2. A full-time student load is planned as a minimum of 20 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.
3. The Mid City College may extend the duration of the students' course only in the following circumstances:
 - On medical grounds (a medical practitioner's certificate indicating the student is unable to attend the class) and a deferment or suspension of study has been granted; or (use deferment/suspension form)
 - 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. (Use deferment/suspension form)
 - Where Mid City College is unable to offer a prerequisite unit at the time it is required, and a deferment or suspension of study has been granted. (Use deferment/suspension form)
 - Where the Mid City College is implementing an intervention strategy for students at risk of not meeting academic progress requirements and an extension has been granted (Use ECoE change Form)
 - Where Mid City College has approved the deferral of commencement of studies or the suspension of study. (Use deferment/suspension form)
 - Where the student needs to complete the qualification (NYC units) – with no intervention strategy implemented (Course progress above 50%) and an Extension has been granted. (Use ECoE change Form)
4. Students must provide supporting documentation and complete the "Change of enrolment form" when claiming compassionate or compelling circumstances to reduce their study load in the compulsory study period.
5. Any extension to the duration of a student's course must be notified by Mid City College on PRISMS and if necessary, a new ECoE issued.
6. Any extension to the duration of a student's course and the reasons for the extension must be recorded by Mid City College in the student's file.
7. Any Deferment / Suspension request by the student must be lodged by filling out the deferment/suspension form along with the supporting documents.
8. When the expected duration of the study changes, Mid City College should adjust the ECOE accordingly.

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Development & Approval Information

Policy Author:	Student Support Officer
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