

<b>POLICY:</b>	<b>COMPLETION WITHIN EXPECTED DURATION</b>
<b>ASQA 2025 Standards REF</b>	Outcome Standards: <ul style="list-style-type: none"> <li>• <b>Standard 2.1 – Information</b></li> <li>• <b>Standard 2.2 – Suitability of training products</b></li> <li>• <b>Standard 2.3 – Training support</b></li> </ul>
<b>Purpose</b>	<p>AACI will monitor the workload of students to ensure they complete the course within the duration specified in their signed Training Plan and Course Program (“Agreed Training Program”)</p> <p>This Policy and Procedure ensures AACI sets, monitors and manages each student’s expected course duration in a way that is realistic, documented and responsive to student need.</p> <p>It is designed to ensure AACI:</p> <ul style="list-style-type: none"> <li>• records an agreed expected duration in each student’s Training Plan</li> <li>• supports students to complete within that agreed duration where appropriate</li> <li>• identifies when variation, support or extension is required</li> <li>• documents all material changes to the agreed duration and training arrangement</li> </ul>
<b>Scope</b>	<p>This Policy and Procedure applies to:</p> <ul style="list-style-type: none"> <li>• all AACI students enrolled in a course with a documented Training Plan</li> <li>• AACI staff involved in enrolment, learner support, training, assessment, administration and progress monitoring</li> <li>• any variation to a student’s agreed training duration or material Training Plan timing.</li> </ul>
<b>Responsibility</b>	<p><b>Chief Executive Officer / RTO Manager</b>            Has overall responsibility for this Policy and Procedure and for oversight of significant duration variations.</p> <p><b>Authorised AACI delegate</b>            Reviews and approves or declines requests or triggers for extension or variation.</p> <p><b>Student Administration</b>            Maintains Training Plan records, duration-variation records and student notifications.</p> <p><b>Trainers, assessors and learner support staff</b>            Identify where a student may need an extension or variation and provide relevant evidence or recommendations.</p>
<b>Policy statement</b>	<p>AACI will enrol students with an agreed Training Plan that includes an expected course duration. AACI will endeavour to support students to complete within that duration, while recognising that variations may be</p>

	<p>required where justified by student circumstances, intervention, approved study changes, training-product transition, or other documented reasons. Material changes to expected duration must be:</p> <ul style="list-style-type: none"> <li>• justified</li> <li>• approved by an authorised AACI delegate</li> <li>• documented in writing</li> <li>• retained on the student file</li> <li>• reflected in the student’s updated Training Plan or equivalent controlled record.</li> </ul>
<p><b>Principles</b></p>	<p>AACI will ensure that:</p> <ol style="list-style-type: none"> <li>1. expected duration is linked to the student’s agreed Training Plan</li> <li>2. students are informed of their expected duration and any material changes</li> <li>3. extensions or variations are approved only on documented grounds</li> <li>4. course duration changes are linked to support, suitability and progress where relevant</li> <li>5. all material variations are recorded and retained on the student file</li> <li>6. AACI’s delivery flexibility does not remove the need for documented agreement and controlled records.</li> </ol>
<p><b>Policy Requirements</b></p>	<p><b>1. Agreed expected duration</b> Each student will have an agreed expected course duration recorded in their signed Training Plan. A signed copy of the Training Plan must be retained on the student file.</p> <p><b>2. Grounds for variation or extension</b> AACI may approve a course extension or variation where expected duration will not be achieved because of:</p> <ul style="list-style-type: none"> <li>• compassionate or compelling circumstances</li> <li>• implementation of AACI’s intervention strategy for a student at risk</li> <li>• approved deferment or suspension</li> <li>• transition to a new training package or qualification</li> <li>• other documented circumstances where AACI determines a variation is in the student’s best interests.</li> </ul> <p><b>3. Flexibility in structure and sequencing</b> Where AACI’s course structure and Training Plan allow flexibility, AACI may approve:</p> <ul style="list-style-type: none"> <li>• concurrent commencement of multiple units</li> <li>• changed sequencing of theory and practical components</li> <li>• out-of-sequence completion of units, provided the arrangement remains suitable, documented and aligned to course requirements and student circumstances.</li> </ul> <p><b>4. Link to student support</b></p>

	<p>Where a duration variation arises because a student is at risk of not progressing, AACI will consider intervention and support in accordance with its learner support and course progress policies.</p> <p><b>5. Written documentation of changes</b> Material changes to expected duration or agreed program delivery must be documented in writing, with reasons and decision records retained on the student file.</p>
<p><b>Definitions</b></p>	<p><b>Agreed Program Delivery</b> means the Training Plan and Course Program</p> <p><b>“Amount of Training”</b> means any supervised or non-supervised training including Self-Paced Learning Activities (SPLA) for each unit of a qualification are designed to ensure you develop the skills and knowledge across a full range of situations that may present in the workplace.</p> <p><b>Course Extension(s)</b> means the Course End Date has been extended to a date later in time than the original agreed Training Plan Course proposed End Date by Student request or as determined by AACI in the Student’s best interests.</p> <p><b>“Course Fee”</b> means money received by AACI directly from a student or another person who pays the money on behalf of the student for a Course which the Institute provides or offers to provide.</p> <p><b>“Course Program”</b> means a document that contains for each qualification details of the Volume of Learning that includes any supervised and/or non-supervised: “Amount of Training”; “Amount of Assessment” and any Work Placement demonstrations and observations</p> <p><b>“Course Withdrawal”</b> means a Student is withdrawn from the Course due to either, a Student Request in writing, Failure of Student deemed by AACI not to be competent in a timely manner (NYC) and Failure of Student to consistently provide Evidence of Participation</p> <p><b>“Full Fee”</b> means non Government Funded students that pay a Course Fee.</p> <p>Self Paced Learning Activities or <b>SPLA means unsupervised training for a unit in a course</b></p> <p><b>“Training Plan”</b> means a documents that contains all of the following information a. name and contact details of the RTO; b. title of qualification; c. competencies/modules to be obtained; d. scheduled hours for competencies to be obtained; e. timeframe for achieving competencies including the start date and end date of each competency; f. delivery modes to be used; g. assessment details and arrangements; h. party or parties responsible for the delivery and/or assessment of each competence; and i. record of RPL and Credit Transfer hours granted, as relevant.</p> <p><b>Volume of Learning</b> means and includes any supervised and/or non-supervised: “Amount of Training”; “Amount of Assessment” and any practical assessment tasks in a work place and/or any formal Work Placement demonstrations and observations</p>

PROCEDURE	COMPLETION WITHIN EXPECTED DURATION
<b>Summary Procedures</b>	<p><b>Step 1 – Establish expected duration</b>            At enrolment, AACI records the student’s agreed expected duration in the signed Training Plan.</p> <p><b>Step 2 – Identify need for variation</b>            AACI may identify a possible need for extension or variation through:</p> <ul style="list-style-type: none"> <li>• student request</li> <li>• learner support review</li> <li>• progress monitoring</li> <li>• approved deferment or suspension</li> <li>• training product transition</li> <li>• other documented circumstances affecting completion.</li> </ul> <p><b>Step 3 – Review the circumstances</b>            The authorised AACI delegate reviews:</p> <ul style="list-style-type: none"> <li>• the reason for the requested or required variation</li> <li>• whether support or intervention is needed</li> <li>• whether a change to sequencing or pacing is sufficient</li> <li>• whether an extension is required.</li> </ul> <p><b>Step 4 – Make the decision</b>            The authorised AACI delegate determines whether:</p> <ul style="list-style-type: none"> <li>• no change is required</li> <li>• a variation to sequencing or structure is required</li> <li>• a course extension is approved</li> <li>• another linked policy process should be used.</li> </ul> <p><b>Step 5 – Update documentation</b>            If a variation is approved, AACI updates the student’s Training Plan or equivalent controlled record and retains:</p> <ul style="list-style-type: none"> <li>• the reason for the change</li> <li>• the decision-maker</li> <li>• the decision date</li> <li>• the new agreed duration or arrangement.</li> </ul> <p><b>Step 6 – Notify the student</b>            AACI advises the student in writing of:</p> <ul style="list-style-type: none"> <li>• the decision</li> <li>• the reason for the change</li> <li>• the new expected duration or arrangement</li> <li>• any support, intervention or conditions applying.</li> </ul> <p><b>Records</b>            AACI will retain records of:</p> <ul style="list-style-type: none"> <li>• original signed Training Plan</li> </ul>

	<ul style="list-style-type: none"> <li>• material variations to expected duration</li> <li>• supporting evidence for extensions</li> <li>• decision notes and reasons</li> <li>• updated Training Plan or equivalent record</li> <li>• written student notification</li> <li>• related support or intervention records where applicable.</li> </ul>
<b>Action/Method</b>	<p>Students are required to complete their studies within the timeframe indicated on their signed Training Plan and Course Program (“Agreed Training Program”).</p> <p>AACI shall endeavour to ensure all Students are given the opportunity to complete their Agreed Training Program within this timeframe.</p> <p>A signed copy of each student’s Training Plan will kept on the student’s file. Material variations to the Training Plan will be noted (either on or a separate document) and also be retained within the student file. AACI enrolls all Students as Distance Students.</p> <p>AACI Course Extensions during the Student’s Agreed Study Period (Duration)will only occur if the expected duration will not be satisfied as specified on the original Student’s Training Plan, as the result of:</p> <ol style="list-style-type: none"> <li>a) compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit);</li> <li>b) the Institute implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or</li> <li>c) an approved deferment or suspension of study has been granted or</li> <li>d) Transition due to the introduction of New Training Packages or qualifications</li> <li>e) it being in the best interests of the Student as deemed by AACI.</li> </ol> <p>AACI will follow the steps outlined in the following policies and procedures where a student is identified to not having satisfied one of the above circumstances:</p> <ul style="list-style-type: none"> <li>- Monitoring Attendance Policy / Procedure</li> <li>- Monitoring Course Progress Policy / Procedure</li> <li>- Deferment, Suspension &amp; Cancellation of Enrolment Policy</li> </ul> <p>All materials changes to a Student’s Agreed Program Delivery shall be mutually agreed to (orally or in writing) and recorded on the student record file and records / documents of reasons and the decision process to be kept in student files.</p> <p>AACI will update the Agreed Program Delivery according to any changes mutually agreed throughout the Training Services period. These changes shall be endorsed (orally or in writing) by the Eligible Students.</p>
<b>Flexibility of Training and Assessment (TAS, Course Programs &amp; Training Plans</b>	<p>Notwithstanding the above, to support a Student’s course progression and expected course duration, AACI Course TAS, Course Program and Training Plan provides the flexibility to allow Students to commence more than a single unit of competency (that is, multiple units) to be started at the same time. This training and assessment flexibility allows Students to complete SPLA and TAB for single or multiple units prior to any PAB being completed and submitted. This reflects the access issues arising from performing practical assessment tasks in a real workplace with live animals in the Animal Care industry. This provides additional flexibility and acknowledges the restraints arising in performing practical tasks in real animal care facility workplace.</p>

	<p>AACI course TAS, Course Program and Training Plans also allows flexibility for units to be commenced and completed out of sequences if a student would be generally unfavourable disadvantaged due to their personal circumstances (eg. Pregnancy, Remote cattle stations or similar circumstances) or access to appropriate work place.</p>
<p><b>Monitoring and review</b></p>	<p>AACI will review this Policy and Procedure at least annually and earlier where required by:</p> <ul style="list-style-type: none"> <li>• changes to standards or ASQA guidance</li> <li>• repeated extension trends</li> <li>• progress/intervention trends</li> <li>• learner support issues</li> <li>• internal audit findings</li> <li>• continuous improvement actions.</li> </ul>
<p><b>Related Documentation</b>  <b>Standards</b>  <b>Practice Guides</b>  <b>Policy and Procedures</b>  <b>Other documents</b></p>	<p>ASQA 2025 Standards          Outcome Standards for Registered Training Organisations) Instrument 2025</p> <p>Relevant standards include:</p> <ul style="list-style-type: none"> <li>• <b>Standard 2.1 – Information</b></li> <li>• <b>Standard 2.2 – Suitability of training products</b></li> <li>• <b>Standard 2.3 – Training support</b></li> </ul> <p><b>Relevant ASQA Practice Guides</b></p> <ul style="list-style-type: none"> <li>• <b>Practice Guide – Information</b></li> <li>• <b>Practice Guide – Training support</b></li> </ul> <ul style="list-style-type: none"> <li>• Student Hand Book</li> <li>• Schedule of Fees</li> <li>• Enrolment Policy and Procedure</li> <li>• Pre-Training Review Policy and Procedure</li> <li>• LLND Policy and Procedure</li> <li>• Monitoring Course Progress Policy and Procedure</li> <li>• Learner Support Policy and Procedure</li> <li>• Deferral, Suspension and Cancellation Policy and Procedure</li> <li>• Student Support Policy and Procedure</li> <li>• Training Plan template and course program documents.</li> </ul>

## VERSION CONTROL

### Review / amendment history

**Policy Approved by:** Chief Executive Officer / RTO Manager

**Responsible Officer:** Chief Executive Officer / RTO Manager

**Next Policy Review Date:** 1 May 2026

Version	Date	Details
1.0	4 August 2021	Policy approved and issued
2.0	1 March 2022	Minor Changes
3.0	1 September 2022	Formatting and RTO Registration TOID and contact details New Section added on flexible delivery added “Flexibility of Training and Assessment (TAS, Course Programs & Training Plans”
4.0	1 May 2023	No material changes
5.0	1 September 2024	Updates – Reference to ASQA 2025 Standards
6.0	1 September 2025	Formatting –  Major Changes Updates – Reference to ASQA 2025 Standards Outcome Standards for Registered Training Organisations) Instrument 2025 Relevant standards include: <ul style="list-style-type: none"> <li>• <b>Standard 2.1 – Information</b></li> <li>• <b>Standard 2.2 – Suitability of training products</b></li> <li>• <b>Standard 2.3 – Training support</b></li> </ul> <b>Relevant ASQA Practice Guides</b> <ul style="list-style-type: none"> <li>• <b>Practice Guide – Information</b></li> <li>• <b>Practice Guide – Training support</b></li> </ul>

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