

Completion within Expected Duration

New Era Institute monitors, records and assesses the progress of each student for each unit of competency and cumulatively at the end of each Term. At New Era Institute a Term is 10 weeks. The expected duration of study as specified on the eCoE must not exceed the CRICOS registered duration for a course (as specified earlier) except in cases where the expected duration has been extended with the New Era Institute approved criteria as listed below.

Where it is clear that a student at New Era Institute will not complete the course within expected duration as specified on the eCoE New Era Institute will only extend the duration of the study for the reasons listed below:

- Compassionate or compelling circumstances e.g.:
- 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 being witness to a crime or having a crime committed against them
- New Era Institute being unable to offer a pre requisite unit.
- An approved deferment or suspension of study

New Era Institute has an intervention strategy for students at risk of not meeting satisfactory course progress.

If there is a variation to the student's timetable and workload which may affect the completion date, it will be recorded on the student's file and in RTO Data. If this change to a student's work load means that the student's period of study has to be extended, New Era Institute will report the change via PRISMS and issue a new eCoE.

Where a critical 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.