

Course Progress Monitoring Policy & Procedure

Purpose & Legislative Background

Under Standard 8 of National Code of Practice for Providers of Education and Training to Overseas Students 2018, Overseas students must make satisfactory course progress and, where applicable, attendance as a condition of their student visa.

At HILTON ACADEMY, we understand and acknowledge that Registered providers must:

- monitor the overseas student's course progress and attendance according to the requirements of their sector
- identify and offer support to those at risk of not meeting course progress or attendance requirements
- only extend the duration of an overseas student's enrolment in certain circumstances and advise them of potential impacts on their student visa
- only deliver online learning in accordance with the online learning requirements for their sector.

This policy outlines the steps HILTON ACADEMY will take to ensure adherence to above.

All students enrolled/ willing to enrol with HILTON ACADEMY are informed about the requirements to achieve satisfactory course progress and attendance requirements, where applicable before they begin a course. This is done by navigating the student through the website Policies Section.

At HILTON ACADEMY, we understand that the expected duration of study specified on the overseas student's Confirmation of Enrolment (CoE) must not exceed the Commonwealth Register of Institutions and Courses for Overseas Students Standard 8: Overseas Student Visa Requirements (CRICOS) registered duration for the course. This means that we will need to monitor the progress of overseas students to ensure they are able to complete the course within the expected duration specified on the CoE.

This policy aims to identify, notify and assist overseas students who are at risk of not meeting course progress or attendance requirements. At HILTON ACADEMY, we shall ensure that there is sufficient evidence from the overseas student's assessment tasks, participation in tuition activities, or other indicators of academic progress, to indicate the overseas student is at risk of not satisfying these requirements.

This policy will also determine the point at which the overseas student has failed to meet satisfactory attendance or course progress requirements.

Scope

This policy is applicable to all students enrolled at HILTON ACADEMY. Standard study period in this policy refers to the 10 weeks of study period.

Policy

HILTON ACADEMY records and assesses the progress of each student for each unit and cumulatively at the end of each study period. A study period is defined as a Term (10 weeks of study). Satisfactory progress is achieved when an international student successfully completes the assessment requirements for each unit or cluster of units within the timeframes specified in the course timetable/ information.

Where a student is identified at risk of not making satisfactory course progress, HILTON ACADEMY will contact the student and arrange meeting with Academic Manager/Trainer/Assessor, to implement HILTON ACADEMY's intervention strategies as outlined below.

Course Progress Monitoring Process

Student work is assessed by the trainer who then forwards a summary of the outcomes to the Academic Manager. Academic Manager reviews and forwards the results to Student Support Officer. The outcome for each unit is entered into the Vettrack (Student Management System).

Academic Manager (AM) will hold the responsibility to review the ongoing progress of all students during the study period. AM will have a mandate to run an academic check on each enrolment in the middle of each study period and speak with the trainer and the student in the first instance to identify whether the student is in danger of not achieving satisfactory progress.

At the end of the study period, once all the results are finalised and handed over to student support officer for entry into the database, a **progress report** will be collated for each qualification on scope of HILTON ACADEMY. This will identify any student who is failing to successfully complete any unit requirements as specified in the course timetable.

Any student who is identified at risk as an outcome of this process will receive a formal warning from Academic Manager. During this meeting Academic Manager will, in consultation with the student and trainer, establish a support/intervention program to help the student improve his/ her course progress. Strategies will be determined on a case-by-case basis and will take into account the student's current and previous results, attendance records and any previous implemented intervention/counselling strategies. The resulting strategy will be communicated to the student in writing via letter/email.

Strategies may include but are not limited to any of the following:

- Extra Classes for the missed/ NYC units with other groups
- One on one session with the trainer during the term breaks/ after scheduled sessions for current term to address the gaps identified in previous submissions.
- Assistance with academic skills such as writing essays and report writing; this may include additional time with Learning Support Officer at HILTON ACADEMY
- Attending a study group with other peers on campus; trainer may assign groups in this case
- Access to current trainer via email/ phone for any queries
- Additional recommended practical workshops for identified gap areas
- If the student needs any additional assistance/ student welfare arrangements for example if student is not able to concentrate on their studies because they are home sick. In such cases students will be referred to Student Support services at HILTON ACADEMY who can further assist them to contact any external agencies as suitable.

Student/ trainer may request for an interim or early intervention if they are struggling to achieve the required course progress during a term. Academic Manager holds the responsibility to address any such concerns/ requests in a timely manner.

If the student does not attend classes for two (2) consecutive weeks, appointed trainer will try and contact the student as an early intervention strategy. If the student is not contactable trainer will inform the AM accordingly.

If at the end of first (1) study period, student's course progress i.e. if the (total number of Competent units / Total Scheduled Units) as schedule on the timetable for the study period is below 50%; then the student will receive the First (1) Warning Letter. This letter may be generated by the Student Support Officer at HILTON ACADEMY. However, the decision to issue a warning letter will be based on **End of Term Report** finalised and approved by the Academic Manager. Student will need to attend an Intervention meeting with the Academic Manager to discuss the plan to address the NYC unit results.

If the student does not show-up for the intervention meeting/ & is not contactable or fails to comply with the agreed Intervention plan during the second study period, AM can issue the Notice of Intention to cancel without issuing another formal warning to the student.

However, if the student attends the Intervention meeting and agrees to attend college and shows some improvement, then the student results will be reviewed again at the end of second study period. If the student is still recorded at less than 50% course progress, he will receive a second warning at this stage. At the end of second study period Course

Progress will be: Total number of Competencies achieved during First (1) & Second (2) Study Period/ Total scheduled units in First (1) & Second (2) Study Period.

Student will receive the Intervention Plan either via email/ post. Academic Manager will need to maintain a record of the intervention plans in form of a report or on student management system. This report will be reviewed by the Academic Manager regularly to ensure all students are on track with the Intervention Plan provided to them.

A student will not be reported for unsatisfactory progress until after the support/ intervention strategy has been implemented and enough time has been allowed for the strategy to run its course which cannot exceed a full study period.

Unsatisfactory Course progress

Unsatisfactory course progress is defined as a student failing to successfully complete and achieve competency in at least 50% of the course requirements in that study period i.e. if the (total number of Competent Units / Total Scheduled Units) as schedule on the timetable for the study period is less than 50%.

At HILTON ACADEMY each study period is a Term (10 weeks).

Where an International Student is assessed as having made unsatisfactory progress **for two consecutive study periods** even after implementation of the support/intervention strategy and if the internal appeal period has exhausted, then Academic Manager has the right to issue the Notice of Intention to Cancel the Students Enrolment prior to the end of third study period. Students will have 20 working days to access HILTON ACADEMY's appeals process prior to being reported. During any such period the student's enrolment will remain active.

A student will not be reported until the outcome of any appeal has been finalised and the appeal has been unsuccessful, or the student does not access the appeals process during the 20-day period.

HILTON ACADEMY will only report a breach of course progress or attendance in Provider Registration and International Student Management System (PRISMS) if:

- the internal and external complaints processes have been completed and the breach has been upheld;
- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period;
- the overseas student has chosen not to access the external complaints and appeals process; or
- the overseas student withdraws from the internal or external appeals process by notifying the registered provider in writing.

The student may appeal the decision to report them to the Department of Education on the following grounds:

- A competency decision has been inaccurately recorded or calculated;
- Compassionate or compelling circumstances;
- The intervention strategy has not been implemented according to HILTON ACADEMY's own documented policy and procedure.

However, if the student attends the Intervention meeting and agrees to attend college and shows improvement, then the student results will be reviewed again at the end of third (3) study period. If the student's Course Progress is recorded at less than 50% course progress at the end of the third (3) study period, student will receive the Notice of Intention to Cancel Enrolment.

At the end of third (3) study period, course progress will be: Total number of Competencies achieved during first (1), second (2) & third (3) study period/ Total scheduled units in first (1), second (2) & third (3) study period.

Management Action & Responsibility

Intervention Strategy & Responsibility Table

Timing	Action	Responsibility
2 weeks of consecutive absence from classes	Early intervention/ Contact student/ Email	Trainer
End of First (1) Study Period: Less than 50% Course Progress	1 st Warning Letter/ Intervention Meeting	Academic Manager
End of 2 nd Study Period: Less than 50% Course Progress	2 nd Warning Letter/ Intervention Meeting	Academic Manager
End of 3 rd Study Period: Less than 50% Course Progress	Notice of Intention to Cancel Enrolment	Academic Manager
No Show at Course Progress/ Intervention Meeting	Notice of Intention to Cancel Enrolment	Academic Manager
20 Days lapse after Intention to cancel: Internal Appeal not accessed by the student	Cancel Enrolment on non-Course Progress and report the same to DET-DHA via PRISMS	Student Support Officer upon approval from Academic Manager

Definition

CoE: Confirmation of Enrolment

DHA: Department of Home Affairs

PRISMS: Provider Registration and International Students Management System

Compassionate or compelling circumstances may include:

- 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 (where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies;
- a traumatic experience which could include but is not limited to; - involvement in or witnessing of an accident, or - a crime committed against the student, or - witnessing a crime and this has impacted on the student (these cases should be supported by police or psychologists' reports)

VET: Vocational Education & Training

Legislative Context

- The legislative base for this policy is as follows:
- National Vocational Education and Training Regulator Act 2011 (Cth)
- The ESOS Act 2000
- Education Services for Overseas Students (ESOS) Regulations 2001
- The National Code 2018

Policy Control

Version	Date	Changes / Updates	Approved
1.0	Jan 2020	RTO Policy and Procedure of HILTON ACADEMY	CEO

Course Progress Monitoring Procedure:

