

Successful Completion Policy & Procedure

Purpose & Legislative Background

Based on Clauses 3.1, 3.2, 3.3 and 3.4 of Standards for Registered Training Organisations (RTOs) 2015, HILTON ACADEMY will issue AQF Certification document to the learner only upon successful completion of the course. The requirements of Schedule 5 of the standards are complied with.

Scope

This Policy applies to all current and prospective students and staff at HILTON ACADEMY.

Policy

HILTON ACADEMY monitors, records and assesses the progress of each student for each unit of competency and cumulatively at the end of each Term. HILTON ACADEMY monitors the overall progress through student management system and compares whether the student is able to finish the full course within CoE period. At HILTON ACADEMY, a 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 HILTON ACADEMY approved criteria as listed below.

Where it is clear that an international student at HILTON ACADEMY will not complete the course within expected duration as specified on the CoE HILTON ACADEMY will only extend the duration of the study for the reasons listed below:

- Compassionate or compelling circumstances
- HILTON ACADEMY being unable to offer a pre requisite unit
- The implementation of the HILTON ACADEMY support/intervention scheme/strategy
- An approved deferment or suspension of study

If there is a variation to the student's timetable and workload which may affect the completion date, it will be recorded on the students file with reason of such and in the AXELERATE (Student Management System). If this change to a student's work load means that the student's period of study has to be extended, HILTON ACADEMY 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 have an influence on the student being able to complete their study program under the original CoE. They include things such as:

- 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.
- HILTON ACADEMY being unable to offer a pre requisite unit.

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 HILTON ACADEMY has no plans to offer online or distance learning mode to students.

Domestic students are not subject to PRISMS, but are also expected to finish the course within designated time period. However, they can have extended period of time to complete the course, subject to approval from academic manager.

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 HILTON ACADEMY may extend the duration of the student’s course only in the following circumstances:
 - On medical grounds (a medical practitioner’s certificate indicating the student is unable to attend class) and a deferment or suspension of study has been granted; or (use deferment/suspension form)
 - In exceptional compassionate circumstances beyond the students 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 the HILTON ACADEMY 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 HILTON ACADEMY 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 the HILTON ACADEMY 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 compulsory study period.
5. Any extension to the duration of a student’s course must be notified by the HILTON ACADEMY 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 the HILTON ACADEMY on the student’s file.
7. Any Deferment / Suspension request by the student must be lodged by filling the deferment/ suspension form along with the supporting documents.
8. When the expected duration of study changes, the HILTON ACADEMY should adjust the ECOE accordingly.

Management Action & Responsibility

The Academic Manager is responsible for the implementation of this procedure and to ensure that staff and are aware of its application and implementation requirements.

Trainers & Learning Support Officer are responsible for the execution of this policy.

CEO Holds the overall Responsibility for the approval and implementation of this policy.

Definition

AQF: Australian Qualifications Framework

AQF certification document: is the set of official documents that confirms that an AQF qualification or statement of attainment has been issued to an individual.

AQF qualification means an AQF qualification type endorsed in training package or accredited course.

Study Period - A study period is a discrete period of time measured in weeks. The study period begins from the student’s actual commencement date. The course may contain one or more study periods. Different courses have study periods of different duration. All study periods within a course will be the same except for the final study period which may be shorter due to a course coming to an end, but it will still be considered as a full study period.

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