

# Course Progress Policy

## 1. PURPOSE

- 1.1. To clearly outline Quality Training & Hospitality College's (QTHC) expectations of students with regard to course progress and workload to ensure they complete the course within the expected duration, and maintain satisfactory course progress throughout their course of study.
- 1.2. Under Standard 9 and 10 of the National Code 2007, QTHC is required to monitor student's course progress and workload, to ensure they complete the course within the duration specified in their CoE, and do not exceed the allowable portion of online or distance learning. QTHC is committed to being proactive in notifying and counselling students who are at risk of failing to meet course progress requirements and will report students to DIBP under Section 19 of the ESOS Act, in accordance with this policy. This policy ensures compliance with Standard 9 and 10 of the National Code of Practice 2007.

## 2. SCOPE

- 2.1. This policy applies to all International Students on a student visa enrolled into a VET course at QTHC. This policy is applied by all relevant administrative, academic, support and management staff members. This policy is made available to all staff, students, prospective students and agents acting on behalf of QTHC, via student handbooks, student orientation, Novacore Management System and the company website.

## 3. POLICY

### 3.1 Completion within expected duration

- 3.1.1 QTHC does not require students to study any part of their course online or by distance, unless it is part of an intervention strategy.
- 3.1.2 QTHC will not enrol students exclusively in distance or online learning units in any compulsory study period.
- 3.1.3 Unless it is part of a student's intervention strategy, the student has been granted course credit or compassionate or compelling circumstances exist, QTHC does not allow a student to enrol in any less than the full number of prescribed units in any given study period or semester.
- 3.1.4 QTHC will only extend the student's duration of study if one or more of the following circumstances apply:
  - i) Compassionate or compelling circumstances exist
  - ii) QTHC has approved a deferral or suspension of study
  - iii) The student has met all of the requirements of their intervention strategy and an extension is part of the student's intervention strategy.
- 3.1.5 Students who are granted an extension of their course may be subject to additional fees.
- 3.1.6 Where there is an approved variation in the student's enrolment load which may affect the student's expected duration of study, QTHC will record this variation and the reasons for it on the student file. QTHC will correctly report the student via PRISMS and/or issue a new CoE when the student can only account for the variation(s) by extending his or her expected duration of study.

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3.1.7 Except in circumstances specified in the National Code Standard 9.2, QTHC will not issue a CoE where the expected durations of study exceeds the CRICOS registered course duration.

## 3.2 Course progress

3.2.1 To achieve satisfactory course progress, a student must show competence in 50% or more of the prescribed assessments for a study period.

3.2.2 A student will be deemed as being at risk of not making satisfactory course progress if they have not shown competency in, or have not completed, 40% or more or more of the prescribed assessments for that study period at any point during the study period; or if a QTHC Trainer makes a recommendation based on their experience with the student. Factors for recommending a student may be at risk of not making satisfactory course progress may include:

- i) The student fails to achieve competency in consecutive assessments
- ii) The student fails to submit consecutive assessments
- iii) The student is continually absent from scheduled training sessions
- iv) The student is deemed to have learning difficulties or difficulties in understanding the material
- v) The student has encountered compassionate or compelling circumstances

3.2.3 Where a student is identified as not making satisfactory progress for two (2) consecutive study periods, QTHC will cancel the student's enrolment in accordance with QTHC's Deferral, Suspension and Cancellation Policy.

## 3.3 Procedures

### 3.3.1 Course trainers to record student course progress

3.3.1.1 At the completion of each unit of competence, trainers to ensure that the assessment requirements are fully met. Assessment requirements are outlined on the second page of the assessment booklet for each unit. This may involve completion of written assessment, project work, industry logbook, verbal assessment or practical observation paperwork to ensure student fully competent.

3.3.1.2 Upon deeming the student competent, the trainers to complete individual student summary noting the commencement and completion dates for the unit of competence.

3.3.1.3 Completed assessment material is to be forwarded to the QTHC International Student Support Officer (ISSO) within seven (7) days, by the Head Cookery Trainer.

### 3.3.2 Course trainers to identify and assist students who are not maintaining sufficient course progress.

3.3.2.1 Upon the completion of a unit of competence trainer to meet with student(s) deemed not yet competent due to incomplete/incorrect written assessment or project work, at the next available session to discuss assessment requirements and to mentor student to assist them complete remaining work. Student to complete remaining assessment work and to return to trainer within seven (7) days, or agreed timeframe.

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3.3.2.2 Upon the completion of a unit of competence trainer to meet with student(s) deemed not yet competent due to not demonstrating competence under observation at a practical session, to schedule additional practical session(s), to provide the student the opportunity to demonstrate competence.

3.3.2.3 Students to meet with trainer after being absent from any sessions to discuss

### 3.3.3 QTHC Academic Results Recording Procedure

3.3.3.1 Head Cookery Trainer to submit completed marked assessment material to the ISSO on a weekly basis.

3.3.3.2 ISSO to check assessments for compliance with Assessment Requirements.

3.3.3.3 ISSO to return assessments not meeting compliance requirements to Head Cookery Trainer on a weekly basis for actioning by trainer.

3.3.3.4 ISSO to enter results into VETtrak.

3.3.3.5 Assessment material meeting compliance requirements and entered into VETtrak to be filed within QTHC's secure file storage facility.

### 3.3.4 QTHC's Monthly International Trainers/Admin Meeting course progress procedure

3.3.4.1 ISSO to provide trainers with class report showing competent units for each student, for trainers to cross check with their individual student summaries.

3.3.4.2 Inconsistencies to be identified and measures taken to rectify any issues.

3.3.4.3 Trainers to discuss any concerns with regard to student's academic progress at monthly meeting

3.3.4.4 Administration to document concerns and to take action where necessary.

3.3.4.5 At the end of each study period, QTHC to review student's course progress and their ability to complete the course within the expected duration. If a student has not made the course progress for a study period or is at risk of not completing their course within the expected duration, QTHC will implement an intervention strategy.

### 3.3.5 Intervention Strategy

3.3.5.1 An intervention strategy is an individual plan developed by QTHC's training, administration and management staff in consultation with the student. The primary purpose of an intervention strategy is to provide specific assistance and/or advice to address the issues preventing the student from achieving satisfactory course progress and/or completing their course within the expected duration.

3.3.5.2 To notify the student of intent to implement an intervention strategy, the Registrar will complete an intervention form and email this to the student, notifying them that an intervention strategy will be implemented and scheduling an intervention strategy meeting within five (5) business days. The student will also be advised that if their unsatisfactory course progress continues through two (2) consecutive study periods, their enrolment may be cancelled in accordance with QTHC's Deferral, Suspension and Cancellation Policy.

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3.3.5.3 The intervention strategy meeting will provide the student with the opportunity to discuss any issues or problems with the appropriate QTHC staff members and the QTHC staff members involved may try to seek clarity on these issues and address any concerns. During the meeting the relevant QTHC staff members, in association with the student, may create an action plan with appropriate intervention measures and the dates for these measures to be actioned. This action plan will be signed by both the student and the appropriate QTHC staff members and a copy will be filed in the student's administration file.

3.3.5.4 Some examples of intervention measures could include:

- i) setting compulsory tutorial or reassessment catch-up classes;
- ii) arranging counselling for assistance with personal or other issues;
- iii) providing advice regarding study habits (e.g. maintaining required class attendance)
- iv) reducing the student's load and extending the student's course duration
- v) where appropriate, advising students on the suitability of the course in which they are enrolled; and/or
- vi) assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency.

3.3.5.5 Following the implementation of an intervention strategy, QTHC staff will continue to monitor the academic progression of the student in accordance with this policy.

3.3.5.6 Students who do not meet the requirements of the Intervention Strategy will be considered in breach of QTHC's Course Progress Policy and may be subject to further disciplinary action in accordance with QTHC's Deferral, Suspension and Cancellation Policy.

## 3.4 Unsatisfactory Course Progress

3.4.1.1 If a student is identified as having not made satisfactory course progress for two (2) consecutive study periods, or the student has not met the requirements of their intervention strategy, the ISSO will initiate the cancellation process in accordance with QTHC's Deferral, Suspension and Cancellation Policy.

3.4.1.2 In accordance with QTHC's Deferral, Suspension and Cancellation Policy, the student will be issued with a "letter of intention to report" to the student and the student is given 20 days to appeal as outlined in the letter. If the student does appeal, QTHC will assess the appeal in line with the Complaints and appeals policy. If the appeal process is exhausted and the appeal is rejected, or the student does not lodge an appeal within 20 days of receiving the notice, QTHC will initiate the cancellation of the student's enrolment in accordance with QTHC's Deferral, Suspension and Cancellation Policy. QTHC will also report the student to DIBP via PRISMS, for breaching the terms of their student visa due to not making satisfactory course progress.

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