

COURSE PROGRESS POLICY

PURPOSE

This Policy sets out the policy and procedure for monitoring, recording and assessing course progress of students enrolled in the *Swiss Hotel Association Diploma of International Hotel Management*

All providers of education and training which deliver education services to onshore international students are bound by the ESOS (Education Services for Overseas Students) Act 2000, ESOS Regulations 2001 and the National Code 2007.

Standard 10 of the National Code 2007 indicates that

Registered providers systematically monitor student's course progress. Registered providers are proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements. Registered providers report students, under Section 19 of the ESOS Act, who have breached the course progress requirements.

International students, therefore, are bound by very strict Australian immigration laws and visa conditions. Any breach of a student visa condition or the ESOS Act 2000 by the international student could lead to his/her student visa being cancelled, and the student being asked to leave Australia. International students in particular, therefore, must be made aware of the Course Progression Policy at the start of his/her study at ICHM.

POLICY

ICHM is committed to ensuring that all students (both onshore international and domestic) who undertake study at ICHM are provided with every opportunity to reach their potential. The *ICHM Progress Policy* will facilitate the monitoring, recording, and assessment of the course progress of each student studying at ICHM. It will also enable the activation of an intervention strategy, where necessary, to ensure that a student who is identified as being at risk, receives any required support and counselling to be successful in their studies. In the case of on shore international students, the intervention will be initiated if the student is at risk of not completing his/her training and education within the period of study at ICHM as for the period for which the visa is granted.

PRINCIPLES

The course progress of each student enrolled in the *SHA Diploma* program will be monitored, recorded and assessed each semester.

International College of Hotel Management

The *ICHM Intervention Strategy* will be implemented to assist students who have been identified as being at risk of not making satisfactory course progress where the student has failed or has been deemed Not Yet Competent (NYC) in 50% or more of the subjects attempted in a semester, in order to assist the student attain satisfactory course progress.

A record of the intervention and the outcome will be kept in the student's file

PROCEDURE

At the commencement of each semester, students will be provided with an individual **Training Plan**, identifying all subjects in which the student is currently enrolled, subjects already completed and those yet to attempt. In the case of on shore international students, this document will also confirm the details of the expected completion date of the qualification in which the student is enrolled. The Training Plan will assist with the identification of students at risk of being unable to complete their programs within expected time frames (and in the case of international students, within the period covered by the Student visa(s).)

Students will also receive a comprehensive **Study Guide** at the commencement of each subject which will outline the material to be covered, the workload, the class schedule, the delivery and assessment methods, examination dates and the deadline for the submission of assignments

Lecturers will assess students as outlined in the Study Guide and according to the guidelines outlined in the *Assessment Policy* and in the *Results and Grades Policy*. A register of students who fail to achieve competency in individual subjects will be maintained by lecturing staff and will form the basis for the development of a list of students at risk.

Overall progress will be monitored at last once every semester.

MONITORING COURSE PROGRESS

Second and third year students will each meet individually with the Principal or the Vice Principal each semester to discuss course progress. Matters to be discussed include a two way discussion about how well the students is coping with the program overall, specific difficulties that may be arise in relation to specific studies or study habits, subjects failed, attendance and whether or not the student is still able to complete the requirements of the SHA Diploma within five (5) years or, in the case of onshore international students, the period covered by the student's current visa.

A Register of Students at Risk will be maintained which will include all students who have failed subjects. Counselling and additional support will be offered and the level of intervention will escalate as academic performance falls. Formal intervention will commence once a student fails to achieve Competency in 4 or more subjects in a semester or fails 50% or more of the subjects in which they are enrolled.

International College of Hotel Management

MAXIMUM DURATION

Domestic and international students have up to six (6) years to fulfill all requirements of the *Swiss Hotel Association Diploma of International Hotel Management* (although international students must complete all the onshore academic and Australian Internship components of the program within the period covered by their visas.)

INTERVENTION STRATEGY (INTERNATIONAL STUDENTS)

The *ICHM Intervention Strategy* will be implemented if it appears as though a student has or is likely not to achieve competency in 50% or more subjects in a semester for the second time, has or will not meet the minimum 80% overall Attendance Rule or not be able to complete the qualification in which he/she is enrolled within the period covered by the visa.

For the purposes of assessing course progress, failure to achieve competency on an Internship, assuming no enrolment in other academic subjects, is deemed to be a failure of 100% of subjects in which the student is enrolled in a single semester.

The *ICHM Intervention Strategy* for overseas students will be implemented within the first four (4) weeks of the following semester or sooner if possible once a student is identified at risk .

The particular intervention measure that has been implemented must be documented and a copy signed by the student is to be held in the student's file.

If a student is identified as not making satisfactory progress in a second consecutive compulsory study period, the student will be notified in writing of ICHM's intention to report the student to the Department of Immigration and Citizenship (DIAC) for unsatisfactory course progress.

The letter will inform the student that he/she is able to access the *ICHM Academic Grievance Policy* and that he/she has 20 working days in which to do so to challenge that decision outlining the reasons for the substandard results and any compassionate or compelling circumstances to explain or justify them.

Compassionate or Compelling Circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course.

These could 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 (evidence may be required)
- major political upheaval or natural disaster in the home country requiring student's emergency travel and this has impacted on his/her studies

International College of Hotel Management

- 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 the student has been a witness to a crime and this has had impact on the student. These cases should be supported by police or psychologists' reports.

The above are only some examples provided by the Department of Education, Employment and Workplace Relations (DEEWR) of what may be considered compassionate or compelling circumstances.

Outcome of Appeal

If the appeal is ***successful***, continuing support and counselling will be provided and the student will be required to commit to respecting the conditions agreed and the matter will not be referred to DIAC.

If the student ***chooses not to access the Grievance*** or appeals processes within the 20 working day period, ***withdraws from the process*** or ***the outcome of the appeal is unsuccessful*** following the completion of the process, the student will be reported to DIAC that the student is not achieving satisfactory course progress.

If the student chooses to access the Academic Grievance and appeals process, the student may continue to attend classes while the appeal is being processed.

The Principal will exercise his professional judgement and assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist all documentary evidence provided to support the claim will be considered. Copies of these documents, together with a record of why the decision was made will be retained in the student's file.

REPORTING STUDENTS FOR UNSATISFACTORY COURSE PROGRESS (International Students only)

Reporting a student for unsatisfactory course progress occurs only when:

- the student has been identified as not making satisfactory course progress in two consecutive compulsory study periods;
- an intervention strategy was implemented after the student was assessed as not making satisfactory progress at the end of the first compulsory study period, after which the student was again assessed as not making satisfactory progress at the end of the second compulsory study period;
- and the student has not made a successful appeal against this assessment.

If a student is identified for a second, but not consecutive, study period as not making satisfactory course progress, ICHM does not report the student for unsatisfactory course progress.

When a student is reported for unsatisfactory course progress, DIAC will, in all but exceptional circumstances, cancel the student's visa. DIAC will rely on ICHM's report of unsatisfactory course progress, as the report cannot be made until ICHM has completed the complaints and appeals process. If a student is dissatisfied with the provision of a complaints and appeals process, the student may lodge a complaint with the Department of Education, Employment and Workplace Relations (DEEWR)

International College of Hotel Management

COURSE REQUIREMENTS (DOMESTIC STUDENTS)

Students are not meeting course requirements if, after exhausting all opportunities presented under the *Codes, Guidelines Policies and Procedures of ICHM*, they are unable to complete all required subjects in the course of study leading to the qualification in which they are enrolled or have failed to meet the minimum attendance requirements. This would include

- students who are denied permission to re-enroll for a second time (third attempt) in a required unit of competency
- students who fail to complete all requirements of the program within the maximum duration six (6) years in the case of the Swiss Diploma
- international students who are unable to remain in Australia to complete the onshore academic components of the qualification covered by their visas and
- students who have been formally expelled or otherwise advised they would not be invited to return to ICHM for further studies following a decision of College Council in matters dealt with under the *Personal Conduct Policy*.