

Course Progression Policy and Procedure

Preamble

The purpose of this policy is to ensure that ICHM fully complies with the requirements of Standard 10 of the National Code of Practice 2007. This Policy sets out the policy and procedure (including the Intervention Strategy) for monitoring, recording and assessing the course progress of students enrolled in the Bachelor of Business (Hospitality Management), the Bachelor of International Hotel Management (Swiss Hotel Association) and the Bachelor of International Hotel Management so that an international student completes the course within the periods of their student visa. This policy also applies to domestic students although there is no requirement under legislation. ICHM considers the progress of domestic students equally with international students.

Policy

ICHM will monitor, record and assess each semester, the course progress of each student. The *ICHM Intervention Strategy* will be implemented to assist students who have been identified by the Academic Committee as being at risk of not making satisfactory course progress and/or where the student has failed 50% or more of the subjects attempted in a study period. A record of the intervention and the outcome will be kept in the student's file.

The Academic Committee may recommend to the Principal that a student not be permitted to undertake an Industry Placement if the student is not making satisfactory progress in subjects related to duties to be performed during the Industry Placement and/or where a student has failed 50% or more of the subjects attempted in a study period.

The Academic Committee may recommend to the Principal that a student be exited from the course where:

- The student has been identified as not making satisfactory course progress in two consecutive academic semesters/study periods and
- An intervention strategy was implemented after the student was assessed as not making satisfactory course 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 consecutive compulsory study period.

For the purposes of assessing course progress, failure to achieve a pass grade 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 study period.

Reporting an international student to DIAC for unsatisfactory course progress occurs only when:

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

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

Procedure

Monitoring Course Progress

During each study period, 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 be attempted. In the case of international students, this document will also confirm the details of the expected completion date of the qualification in which the student is enrolled and the start and end dates of the Confirmation of Enrolment form/s (COE). 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 of the student visa.

Students will also receive a comprehensive **Learner 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 Learner Guide and according to the guidelines outlined in the Assessment Policy and Procedure and in the Results, Grades and Awards Policy and Procedure.

A student will be considered to be making satisfactory course progress if they have successfully completed all subjects and Industry Placements for each study period.

Overall progress will be monitored at least once each study period.

Second, third and fourth year students will meet individually with the Principal or the Vice Principal (or delegated nominee) each study period to discuss course progress. The individual **Training Plan** will be the focus of the meeting and matters to be discussed include a two way discussion about how well the student is coping with the program overall, subjects passed or not, attendance and whether or not the student is still able to complete the requirements of the course within the maximum time permitted or, in the case of international students, within the period of the student's visa.

At the end of each study period the ICHM Academic Committee will meet to review all students' academic results. A Register of Students at Risk will be developed from this meeting and will be maintained by the Vice Principal which will include all students who have failed subjects. The ICHM Intervention Strategy will be implemented by the Vice Principal where a student has been identified by the Academic Committee as "at risk".

Intervention Strategy

ICHM's Intervention Strategy will consist of two levels.

1. Level 1.

Where a student is assessed as "at risk" by the Academic Committee, the Vice Principal (or delegated nominee) will meet with the student to discuss the reasons why academic progress is poor and/or why the student is not attending class. Counselling and additional support will be offered and the level of intervention will escalate if academic performance continues to fall. A record of the meeting and agreed outcomes will be kept on the students file and a copy given to the student.

2. Level 2.

Where the Academic Committee identifies that a student has or is likely not to achieve pass marks in 50% or more subjects in a study period, and/or not be able to complete the qualification in which he/she is enrolled within the maximum period permitted and/or covered by the student visa, the Vice Principal (or delegated nominee) will meet with the student to discuss the reasons why academic progress is poor. Counselling and additional support will be offered. The student will be placed on a Learning Contract that will detail the responsibilities of the student and the responsibilities of ICHM to assist the student. This Intervention Strategy will be implemented within the first four (4) weeks of the following semester or sooner if possible once a student is identified as likely not to achieve pass marks in 50% or more subjects in a study period. A copy of the Learning Contract and any other agreed outcomes will be put on the students' file.

Specific intervention may include, but not be limited to, the following actions;

- Having students attend regular learning support sessions that may assist student with time management, study skills, exam preparation and essay writing.
- Study sessions with subject specialists.
- One on one tutorial sessions with a paid instructor.
- Counselling that may assist with personal issues that may be effecting progress.
- Reviewing appropriateness of course selection.
- A reduction of course load as long as this does not conflict with student visa conditions and completion of the course within the duration of the student visa and/or maximum period permitted.
- Reasonable adjustments where the students is identified as having a disability.

International Students Only

If a student is identified by the Academic Committee 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 of Intent to Report to immigration will be sent to the student by the Manager, Student Welfare by courier, registered post or where a student is living at Regency International House, the letter will be signed for at reception.

Appeal Process

Where a student has been sent a Notice of Intent to Report to Immigration letter, the letter will inform the student that he/she is able to access the *ICHM Academic Grievance Policy*. The student will be advised that they should follow the Second Stage of the ICHM Grievance Policy and that they have 20 working days from the date of the Intent to Report to Immigration letter to lodge an appeal 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 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
- 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.

The Principal will exercise his professional judgement and assess each appeal 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.

If the first appeal is successful and the student continues to attend class and sit assessments as required and ICHM offers continuing support and counselling and the student commits to respecting the conditions agreed, the matter will not be referred to DIAC.

If their appeal is not upheld by the Principal, the student will be advised of the external appeal to the Visitor as detailed in the Third Stage of the ICHM Grievance Policy and that they have 20 working days from the date of the advice that their appeal was not successful to lodge a further appeal.

If both appeals are unsuccessful, the Manager, Student Welfare will then report the student on PRISMS as "unsatisfactory course progress". Once the student has been reported on PRISMS, the *Non Compliance Notice under section 20 of the Education Services for Overseas Students Act 2000* (NCN) that is generated and to be signed by the ICHM Chief Executive, is sent to the student by courier, registered mail or given in person. The copy of the NCN is then placed on the students' file.

If the student **chooses not to access the Academic Grievance Policy** or within the 20 working day period after receipt of the letter of intent to report, or **withdraws from the process**, the student will be reported on PRISMS as outlined in the above paragraph.