

## Course Progress Policy and Procedure

### INTRODUCTION

In accordance with The National Code (Standard 8- Overseas student visa requirements), Le Culinaire Hospitality Institute must inform overseas students before the requirements to achieve satisfactory course progress and attendance must inform overseas students before the requirements to achieve satisfactory course progress and attendance the requirements to achieve satisfactory course progress and attendance requirements, where applicable.

Overseas students must make satisfactory course progress and, where applicable, attendance as an Overseas students must make satisfactory course progress and, where applicable, attendance as an Overseas students must make satisfactory course progress and, where applicable, attendance as a condition of their student visa.

#### Le Culinaire Hospitality Institute must:

- monitor the overseas student's course progress and attendance according to the requirements of their course enrolled
- 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 course enrolled

### POLICY

Le Culinaire Hospitality Institute will systematically monitor each individual student's course progress. The purpose of monitoring course progress is to identify students who:

- Are not achieving satisfactory course progress and/or
- Are at risk of not completing the course within the expected duration.

#### Course Duration

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 (CRICOS) registered duration for the course.

This means that Le Culinaire Hospitality Institute 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.

#### Course Progress

- Course progress is achieving a Competent (C) outcome in the Units of Competency of the course. At the beginning of each unit the assessor will go through the arrangements for assessment with the students and will provide all the details about the assessment requirements.
  - Each assessment task within a Unit of Competency **Satisfactory (S)** or **Not Yet Satisfactory (NYS)**.
  - Students must either must complete all tasks for a unit satisfactorily to achieve an overall outcome of must complete all tasks for a unit satisfactorily to achieve an overall outcome of must complete all tasks for a unit satisfactorily to achieve an overall outcome of **Competent (C) for a unit**.

- If one or more of your tasks are assessed as Not Satisfactory, student will be given an overall outcome for the unit of Not Yet Competent (NYC).
- Students will be given 2 further attempts to complete the task and achieve a Satisfactory outcome. They will be given a timeframe for the resubmission and advised what must be included in the re-submission.
- If, after the third attempt, they are still assessed as Not Satisfactory for a task, a result of Not Yet Competent (NYC) will be given.
- Students will then need to re-enrol in the Unit of Competency.

### **Monitoring Course Progress**

- Le Culinaire Hospitality Institute, Trainers are responsible to continuously monitor, assess, and record each student's course progress using the Course Progress Register.
- Student results are recorded in Axcelerate (Student Data Management System).
- At the end of each study period (10 weeks), Le Culinaire Hospitality Institute, Trainers are responsible of identifying students who are not achieving satisfactory course progress and are at risk of not completing the course within the expected duration.
- Le Culinaire Hospitality Institute, Trainers will notify the Student Services department about these students so that Risk Intervention Procedure can be initiated.

### **Risk Intervention Procedure**

- The Risk Intervention Procedure will be initiated when the Trainer establishes that the student is not maintaining satisfactory course progress.
- Student Services Department will issue a written warning to the student notifying them that they are at risk of not meeting the course progress requirements. This communication will also inform the student about the Risk Intervention Meeting involving the Trainer and the student. Student Services department will finalise a date and time suitable to both parties for this meeting.

### **The purpose of the Risk**

The purpose of the Risk Intervention Meeting is to identify the reasons behind the unsatisfactory course progress and exploring alternative strategies (such as but not limited to utilising the re assessment and catch-up days allocated in the timetable at the end of each term) so that the student is in better position to achieve satisfactory course progress.

### **The intervention strategies may include, but are not limited to:**

- academic skills support
- additional English support
- additional tutoring/study group
- increased monitoring
- personal counselling
- placement in a more appropriate class; and/or
- reduction in course load
- Timetable adjustments using the new study plan.
- placement in a more appropriate class; and/or
- Reviewing assessment strategies. Reviewing assessment strategies.

#### **If the student attends the meeting:**

- The outcomes of the Risk Intervention meeting will be recorded and placed on the student's file with a copy provided to the student.
- Following the Risk Intervention meeting, the trainer will monitor the implementation of the agreed strategy to ensure that the student is now able to maintain satisfactory course progress.
- During this monitoring process if the trainer believes that the student has not in good faith implemented the agreed strategy/s the trainer will deem that the student has failed to meet satisfactory course progress.
- If the agreed intervention strategy is breached by the student and at that time the trainer also assesses them as not being able to complete their study within their period of enrolment, the trainer will bring this to the notice to the Student Services Department.
- Student Services Department will inform the student in writing of Le Culinaire Hospitality Institute intention to report them via PRISMS for unsatisfactory course progress and allow the student 20 working days to avail Le Culinaire Hospitality Institute Complaints and Appeals Form, which is available on our web Le Culinaire Hospitality Institute or request a copy from Student Services.

#### **If the student does not attend the meeting:**

Le Culinaire Hospitality Institute, Trainers will advise Student Services so that a letter (Non-Attendance at Intervention Meeting) can be sent to the student advising them that

- they failed to attend the scheduled meeting,
- they are unlikely to achieve Le Culinaire Hospitality Institute course progress requirement of completing all units of competency within their enrolment period, and
- that the student should contact Student Services to reschedule the meeting within 7 days.

If the student has not established any contact at the end of the 7 days, Student Services Department will inform the student in writing of Le Culinaire Hospitality Institute's intention to report them via PRISMS for unsatisfactory course progress.

Le Culinaire Hospitality Institute's final written notice (of its intention to report the student for unsatisfactory progress) will inform the student that they can access Le Culinaire Hospitality Institute's Appeals process and that they have 20 working days in which to do so.

### **APPEALS**

Students can appeal any decision made by Le Culinaire Hospitality Institute, in relation to this policy and procedure in accordance with the Complaints and Appeals Policy and Procedure.

A student may appeal Le Culinaire Hospitality Institute's decision to report on unsatisfactory course progress on the following grounds:

- Le Culinaire Hospitality Institute's failure to record or assess a student's grade (S- Satisfactory) accurately,
- Compassionate or compelling circumstances, or

- Le Culinaire Hospitality Institute has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

**Where a student's appeal is successful, the outcomes may vary according to the findings of the appeals process.**

If the appeal shows that there was Le Culinaire Hospitality Institute error in recording or assessing a student's grade (S- Satisfactory) accurately and as a direct result the student made satisfactory course progress, Le Culinaire Hospitality will not report the student, and there will be no further requirement for intervention.

If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the student through Le Culinaire Hospitality Institute's Student Supports Services, and Le Culinaire Hospitality will not report the student.

**Where:**

- a student has chosen not to access Le Culinaire Hospitality Institute's appeals process within the 20-working day period, or
- a student withdraws from the process, or the process is completed and results in a decision supporting Le Culinaire Hospitality (i.e., the student's appeal was unsuccessful)

Le Culinaire Hospitality Institute Administrative Department will notify in accordance with the provisions of the Education Services for Overseas students (ESOS) Act 2000: the ESOS Regulations 2019 and the National Code of Practice for registration Authorities a provider of Education to Overseas Students (National Code 2018) **PRISMS** that the student is not achieving satisfactory course progress. A copy of this notification will be placed on the student's file and given to the student.

**REPORTING OVERSEAS STUDENT VISA HOLDERS**

Le Culinaire Hospitality Institute must maintain the overseas student's enrolment by only reporting 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 Le Culinaire Hospitality Institute in writing.

## EXTENDING COURSE DURATION

Le Culinaire Hospitality Institute, may only extend the duration of the student's study where the student will not complete the course within the expected duration (as specified on the student's CoE) as the result of one or more of the following circumstances:

Le Culinaire Hospitality Institute has assessed that there are compassionate or compelling circumstances and there is evidence to support this assessment

Le Culinaire Hospitality Institute has implemented its intervention strategy for students who were at risk of not meeting satisfactory course progress

An approved deferment or suspension of study has been granted.

Compassionate or compelling circumstances are defined as those which are generally beyond the control of the student, and which have an impact upon the student's course progress or wellbeing.

These could include, but are not limited to:

- 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 emergency travel and this has impacted on the student's studies; or
- A traumatic experience, which could include:
- Involvement in, or witnessing of a serious accident; or,
  - Witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports).
  - where Le Culinaire Hospitality Institute was unable to offer a pre-requisite or the overseas student has failed a prerequisite, Le Culinaire Hospitality Institute unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

When determining whether compassionate or compelling circumstances exist, Le Culinaire Hospitality Institute staff will use their professional judgement to assess each case on its individual merits and should consider documentary evidence provided to support the claim and should keep copies of these documents in the student's file.

Where a student requests an 'extension' to their CoE because the student or Le Culinaire Hospitality Institute has identified that the student will not be able to complete their course of study by the Proposed Course End Date indicated on the CoE,

Le Culinaire Hospitality institute will select the SCV report option in PRISMS titled 'Student requests change to existing enrolment.'

Where there is a variation in the student's enrolment load which may affect the student's expected duration of study, Le Culinaire Hospitality Institute will record this variation and the reasons for it on the student file. Le Culinaire Hospitality Institute will report the student via PRISMS and/or issue a new CoE.

Except in the circumstances specified in Le Culinaire Hospitality Institute's Deferment, Suspension and Cancellation Policy the expected duration of study specified in the student's CoE will not exceed the CRICOS registered course duration.