



Australian College of Culinary and Management

ACCM

Australian College of Culinary and Management Pty Ltd (ACCM)

RTO-45886-CRICOS-04038J

Course Progress and Intervention Strategy Policy and Procedure

ESOS/NCP	<ul style="list-style-type: none"> • ESOS Act (2000), Education for Overseas Students Amendment Act 2014 National Code of Practice for Providers of Education and Training to Overseas Students • The National Code 2018: Standard 8.1, 8.2, 8.3, 8.4, 8.5, 8.9, 8.13, 8.14. 8.16, 8.17,10
SRTOs 2015	<p>Standards 1.4, 1.7 http://www.asqa.gov.au/users-guide-to-the-standards-for-registered-training-organisations-2015/users-guide-to-the-standards-for-registered-training-organisations-2015.html</p>
Legislative Context	<ul style="list-style-type: none"> • Privacy Act 1988 (Cth) • Privacy and Data Protection Act 2014 • Racial Discrimination Act 1975 • Sex Discrimination Act 1984 • National Vocational Education and Training Regulator Act 2011 • Standards for NVR Registered Training Organisations 2011 • Vocational education and training (VET) legislation • Standards for VET Accredited Courses 2012 • Data Provision Requirements 2012 • VET Data Policy • Victorian Guidelines for VET - Providers (Victoria)
Related Policies and forms	<ul style="list-style-type: none"> • Complaints and Appeals Policy and Procedure • Student code of conduct • Deferral, Suspending, Cancellation of Enrolment Policy and Procedure • Assessment Policy and Procedure • Course Completion within Expected Duration Policy and Procedure • Course progress and Intervention Strategy policy and procedure • Intervention strategy form

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1. Policy:

ACCM Pty Ltd RTO #, CRICOS # implements the monitoring course progress and intervention strategy procedures in accordance with the Standard 8 of the National Code 2018.

2. Purpose:

The purpose of this policy is to ensure that students studying at ACCM maintain satisfactory course progress throughout the duration of their studies. This policy and associated procedure also provide the framework for dealing with unsatisfactory progress and taking remedial actions.

The intention of this policy is to provide all students with the best opportunity to meet their study goals and aspirations and to ensure that students do not breach their visa requirements.

3. Scope:

This policy applies to all international students enrolled at ACCM of Education.

4. Definitions/Abbreviations

The National Code: The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas students 2018, established pursuant to Part 4 of the ESOS Act 2000, as amended from time to time.

DHA (Formally DIBP): Department of Home Affairs

PRISMS: Provider Registration and International Students Management System

DET (Formally DEEWR): Department of Education and Training

Unsatisfactory Course Progress: Where the student has failed or is deemed Not Yet Competent (NYC) in 50% or more of the units in 2 consecutive terms based on evidences from student's assessment tasks and activities.

Units of Competency: means the specification of industry knowledge and skill and the application of that knowledge and skill to the standard of performance expected in the workplace.

Course: means a course of education or training as defined in the ESOS Act.

CoE: Confirmation of Enrolment

Term: ACCM uses "Term" to define a compulsory study period. The term duration, usually a contact period of ten (10) weeks, is considered a "study period".

Mid - Term: The mid-term start is 5 weeks into the set Term Calendar. Usually a contact period of five (5) weeks, is considered a study period for the mid-term intake students.

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 (where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their 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 impacted on the student (these cases should be supported by police or psychologists' reports).

5. Requirements, Process and Procedure :

- 5.1 The National Code 2018 lays out the guidelines for the monitoring students' course progress under Standard 8. As directed by the Department of Education and Training (ESOS Agency), a provider who implements the DEEWR-DIAC Course Progress Policy and Procedures for its CRICOS registered courses is not required for ESOS purposes to monitor attendance for those courses. However, ACCM may monitor student attendance for internal purposes, including for assessment eligibility and requirements.
- 5.2 At ACCM we adopt a proactive approach in monitoring students' course progress and notifying and counseling students who are at risk of failing to meet the accepted course progress requirements. Students who persist in failing to meet course progress requirements - even after attempts by ACCM to notify and counsel them through the intervention strategy - shall be reported to and Department of Home Affairs through PRISMS in accordance with the ESOS Act 2000 and NCP 2018.
- 5.3 ACCM shall ensure that duration of study specified in the CoE does not exceed the CRICOS registered duration for the respective courses.
- 5.4 This policy and associated procedures will be made available to the students through student orientation, college website, and Student Handbook.
- 5.5 ACCM will maintain student records in accordance with its ACCM Documents and Records Management Policy and use these records to consistently monitor student progress. Individual academic results and academic progress details for each student will be maintained on the Student Management System.
- 5.6 ACCM reasons that course progress is closely linked to student's active participation in "in-class learning and assessment activities", and timely completion of major assessments. At the beginning of each term and/or unit of competency, trainers/assessors will provide information on assessment requirements, conditions, assessment due dates and other relevant competency requirements.
- 5.7 An Unsatisfactory Course Progress warning will be noted when a student has failed, or is deemed Not Yet Competent (NYC), in 50% or more of the units attempted in a Term/Mid-term.

- 5.8 Depending on the assessment outcomes, trainer/assessors and/or the Academic Manager may allow the student to resubmit the work or suggest a reassessment or a re-sit as per ACCM's assessment Policy.
- 5.9 Regular students (students enrolled at the start of the Term) and Mid-intake students (students enrolled at Mid-term intakes) are treated the same in relation to time frame when monitoring their course progress rate.
- 5.10 For the Mid-term intakes the two consecutive terms will be considered as the first 5 weeks term and the second 10 weeks term.
- 5.11 At the end of each term or a study period, Administration Manager will generate report from the student management system for course progress review. Any student with a NYC result in 50% or more units on competency will be deemed "At Risk".
- 5.12 Students deemed "At Risk" will be notified in writing and asked to make an appointment with the Academic Support Officer to discuss their progress.
- 5.13 ACCM shall not extend the duration of the enrolment for students "At Risk" of not completing their course within the expected duration unless;
- There are compassionate and compelling circumstances and the student has provided sufficient evidence(s) to make such determination; and
 - The student has attended the required course progress interviews and agreed to the prescribed intervention strategies; and
 - ACCM has approved deferment or suspension of studies under its relevant policy and procedure.
- 5.14 In the case where a student's requests for extension and the duration of enrolment has been approved, the student will be advised of any potential impact on their student visa, including the need to obtain a new visa. This may further require a customized timetable for the said student.
- 5.15 In case where a student requests to re-enrol for the completion of the course after the student has been reported for Un-satisfactory progress, ACCM will review the request and will consider this request case by case. The student will be advised of any potential impact on their student visa, including the need to obtain a new visa.
- 5.16 In case where a student requests for third re-enrolment to complete the course, ACCM will consider this request on compassionate grounds i.e. due to Coronavirus -19 Pandemic, medical reasons etc. The student will be advised of any potential impact on their student visa, including the need to obtain a new visa.

6. Interventions strategy and reporting for all Courses:

Stages of Intervention	Time Frame	Action to be taken	Responsibility
<p>Stage 1: Students who are deemed NYC or who have not submitted assessment per due date, in any Term of their studies will receive an Early Intervention Email.</p>	<p>The email will be sent by the Academic Team within 48 hours.</p> <p>The outcome will be recorded on the student management system.</p>	<ul style="list-style-type: none"> - Monitoring of students with unsatisfactory academic progress during the study period; - Issuance of the Early Intervention Email; - Meeting with Academic Support team as required. 	Academic Support team
<p>Stage 2: Students who would have a Course Progress below <50% in their any Term, will receive a Warning Email.</p>	<p>The Warning email is issued in the third week (3rd week) of the Term Break.</p> <p>This is followed by Intervention Meetings between the students and Academic Department.</p>	<ul style="list-style-type: none"> - Issuance of the Warning Email; - Call for Intervention Meeting. 	Academic Support team
<p>Stage 3: Students who would have a Course Progress below <50% in the 2 consecutive terms, will receive the Intention to Report (ITR) Email- info@accm.vic.edu.au</p>	<p>The ITR Email is issued every Thursday of the last week (3rd week) of the Term Break.</p>	<ul style="list-style-type: none"> - Issuance of an email of Intention to Report (ITR). 	Academic Support team
<p>Stage 4: A. Students who choose to access this Appeal process will not be reported if they appeal within 20 working days indicating ACCM intention to notify.</p>	<p>Within 20 days of issuance of the notification of Intention to Report.</p>	<ul style="list-style-type: none"> - Students must continue to attend classes during the appeals process - ITR Meeting between the student and Academic Department is conducted - If the appeal is successful, then the student is given an opportunity to progress in their course and will not be reported. - If the appeal is unsuccessful, student is given 5 days to access the External Appeal - The student will be informed of the Outcome of the appeal through written notification on student management system 	Academic Support team

B. Students who choose not to access this Appeal process will be reported in PRISMS.		<ul style="list-style-type: none"> - The Appeal Registry is updated. <p>ACCM will notify the Secretary of the Department of Education through PRISMS within 10 working days after the appeal period.</p>	
<p>STAGE 5</p> <p>Students choose to access External appeal</p>	<p>Within 5 days from the notification of the Outcome of the Appeal.</p>	<ul style="list-style-type: none"> - ACCM will not report the student to DHA via PRISMS until the outcome of the External appeal is notified by the Ombudsman to ACCM . - Students must continue to attend classes during the appeals process - Once the outcome is notified by the Ombudsman, ACCM will take the advised action as per the ACCM Course progress Policy and Procedure. 	<p>Academic Support team</p>

7. Appeal:

The student has the right to appeal within 20 working days.

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

i. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study periods), ACCM will not report the student, and there will be no requirement for intervention.

ii. 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 the ACCM's intervention strategy, and ACCM will not report the student.

iii. The student is offered further assistance and an action plan for completing the outstanding units.

The student has chosen not to access the complaints and appeals processes within the 20 working days period.

The student has chosen not to access the complaints and appeals process, or the process is completed, and if the outcome supports ACCM (i.e. the student's appeal was unsuccessful) ACCM will notify the Secretary of the Department of Education through PRISMS within 10 working days after the appeal period.

8. Procedures:

- 8.1 Although ACCM follows the DET-DEEWR-DIAC course progress policy, ACCM strongly believes that along with the assessments student interactive class participation is equally important for successful completion of the units.
- 8.2 Following this principle, the academic team will send a SMS to students as and when it is identified that the students have not attended the scheduled classes in the week.
- 8.3 An email will also be sent simultaneously to the students who have not attended the scheduled classes in the week through the Student management system.
- 8.4 The academic team will send a SMS to students as and when it is identified that the student/s has got NYC in the first unit or more units. This will be followed by an email with advice to contact the Academic support team at the earliest through the Student management system.
- 8.5 At the first instance where the student has been deemed NYC /non-submission of assessment as per timetable, the academic support team will issue the **Early Intervention Email** to the student via email through the Student management system.

There is no requirement of intervention strategy meeting at this stage however, the student can contact the Student Support Officer to discuss any issues that he/she is facing during the studies.

Only the template of Early Intervention email will be used.

- 8.6 Academic Support Officer/s make note of this in the course progress register that an Early Intervention letter has been sent.
- 8.7 At the end of each term in a course, the Administration Manager generates a term-end course progress report using the student management system. All students are expected to submit the assessments of all the units delivered in the term. Any submission beyond the due dates will be considered as re-submission and students may incur additional cost as per the ACCM fee and charges policy and ACCM assessment policy.
- 8.8 The Administration Manager/Academic Support Officers will follow up with Trainers/Assessors for the assessment marking and ensure to update results on the student management system in the given timeframe.
- 8.9 At this stage, students are identified as being 'at risk' of not achieving satisfactory course progress. These are the students who have not achieved competency in 50% of the units in this term. Such students are sent warning letters by the Academic Department for being 'at risk'. The Academic Department must invite these students for Intervention Strategy Meeting.

Templates- Warning emails and Intervention Strategy form will be used.

- 8.10 Step 8.7 must be completed within 2 weeks of completion of a term.

- For students who attend the Intervention meeting, Discussions are done with the student to understand any difficulties they might be facing in attempting the units.
- Support Strategies are provided in terms of Additional Academic Support, re-assessment week schedule, additional classes etc. to the students to assist them to complete the pending assessment activities.
- The support strategies will be scheduled to ensure that the student can complete the pending activities before the allocated time; course progress review stage.
- All the discussion would be captured on the Intervention Strategy Form and will be signed by the student and the respective Academic Support Staff.
- The Intervention Strategy Form will be uploaded on the student profile on the student management system.

8.11 Next term commences.

8.12 An early intervention communication is made via email(mandatory)/phone call/SMS sent to the student's identified at this stage for student's defaulting for the first time (similar to the 1st term).
Template Early Intervention email to be used.

8.13 At the end of every term, a final term-end course progress report is generated by the Administration Manager.

8.14 For students, who have been identified to have not achieved 50% in two consecutive terms are sent a written notice by email with Intention to Report (ITR) failing to meet the required course progress.

8.15 The Written notice (of intention to report the student for unsatisfactory progress) will inform the student that the student is able to access ACCM complaints and appeals process and that the student has 20 working days in which to do so.

A student may appeal on the following grounds:

- ACCM 's failure to record or calculate a student's marks accurately;
- Compassionate or compelling circumstances;
- ACCM has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student

Template Intention to report- course progress email is to be used.

8.16 The student will be required to complete and duly sign with date, the Complaints and Appeal form. This will be submitted during the ITR meeting and acknowledged by the Academic Interviewer.

8.17 The Appeal Registry will be updated by the Academic Interviewer followed by the outcome of the ITR Meeting.

8.18 If the deliberation of the appeal reveals that there was an error in calculation and that the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), ACCM will not report the student and there will be no requirement

for intervention.

- 8.19 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 ACCM intervention strategy, and ACCM will not report the student.
- 8.20 The outcome of the Internal Appeal will be notified by an email to the student by the Academic Support Staff.
- 8.21 If the Internal appeal is not successful and there are no grounds for compassionate or compelling reasons for lack of progress the student will be given a 5 days time to access the External appeal process through Ombudsman.
- 8.22 The student will be required to attend the scheduled classes till the outcome is notified to ACCM by the External Appeal process through Ombudsman.
- 8.23 ACCM will not report the student to DHA via PRISMS until the outcome of the External appeal is notified by the Ombudsman to ACCM.
- 8.24 Once the outcome is notified by the Ombudsman, ACCM will take the advised action as per the ACCM Course progress Policy and Procedure.
- 8.25 If the Student chooses not to access the complaints and appeals processes within the 20-working day period, withdraws from the process, or the process is completed and results in a decision supporting ACCM, ACCM will notify Department of Home Affairs through PRISMS of the Student not achieving satisfactory course progress within 5 working days after the appeal period.
- 8.26 Copies of all outcomes and notifications related to the appeal process are kept on the student's file in accordance with the ACCM Complaints and Appeals Policy and Procedure.

9. Responsibility:

The Training and Administration staff and CEO are responsible for ACCM 's adherence to the National Standards for Training organizations and ESOS/NCP2018.

For further information you can visit- <https://www.accm.vic.edu.au/policies>

10. Review Date:

Version	Date	Reason for upgradations	Prepared By
1.0	Oct 2021	Initials Documents	CEO/DIRECTORS OF ACCM
1.1	August 2022	Updated on registration	CEO/DIRECTORS OF ACCM