Australian College of Culinary and Management Pty Ltd (ACCM)
RTO-45886-CRICOS-04038J

Course Completion within Expected Duration Policy & Procedure	
ESOS/NCP	• ESOS Act (2000), Education for Overseas Students Amendment Act 2014 National Code of Practice for Providers of Education and Training to Overseas Students • National Code 2018: Standard 8.2, 8.3, 8.16
SRTOs 2015	• Standards 1.7, 5.4 • 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
Legislative Context	• National Vocational Education and Training Regulator Act 2011 (Cth) • Standards for Registered Training Organisations 2015 • Victorian Guidelines for VET Providers (Victoria) • External Appeal process • Overseas Students Ombudsman at Website: http://www.oso.gov.au
Related Policies and forms	• Course Progress and intervention strategy Policy and Procedure • Student Complaints and Appeals Policy and Procedure • Attendance Monitoring Policy and Procedures • Student Intervention Strategy Form

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1. POLICY

ACCM Pty Ltd, shall endeavor to ensure that the students complete their studies within the expected duration of the course as per the Letter of Offer.

2. PURPOSE

This policy articulates how ACCM's practices apply to the International Students in compliance with the ESOS Act 2000 and Standard 8 of the National Code 2018.

This policy is to confirm that ACCM has a structured process in place to track the performance of each student throughout their course enrolment. ACCM will monitor the course progress of its students. The policy also documents how ACCM monitors the progress of each student to ensure that the student is in position to complete their course within the expected duration as specified on the student Electronic Confirmation of Enrolment (eCoE) and under what circumstances the eCoE will be extended.

3. SCOPE

This policy/procedure applies to all international students.

4. DEFINITIONS

Study Period: A study period is a discrete period of time measured in weeks. The study period begins from the student's actual commencement date. The course may contain one or more study periods. Different courses have study periods of different duration. All study periods within a course will be the same except for the final study period which may be shorter due to a course coming to an end, but it will still be considered as a full study period.

Course: A program of study comprising units of competency leading to a qualification or an award.

Expected Duration: Expected duration of a course is as specified on Confirmation of Enrolment (CoE) for each course.

DHA: Department of Home Affairs

PRISMS: Provider Registration and International Students Management System

5. REQUIREMENTS, PROCESS AND PROCEDURES

5.1 This policy supports "Standard 8.3 National Code of Practice 2018" which states:
Registered providers must monitor progress of each overseas student to ensure that the overseas student is in a position to complete the course within expected duration specified on the overseas student's CoE.

5.2 Students are required to complete their studies within the timeframe indicated on their CoE and student visa. ACCM shall endeavor to ensure all students are given the opportunity to complete their studies within this timeframe. A copy of each student's CoE will be kept on the student's admissions file and any variations to the CoE will also be retained on the student admissions file.

5.3 ACCM shall only provide on-line learning to international students as stipulated under the National Code standards and ensure that it maintains contact with students and monitors any issues that students may have.

5.4 All students are required to attend ACCM on a full-time basis to ensure they meet the assessment and participation requirements of respective units and courses.

5.5 Procedures for monitoring course progress and participation shall be implemented and appropriate intervention processes followed where students are not meeting these requirements. ACCM shall monitor student's ability to complete their course within the expected duration in a number of ways:

- Trainers / Assessors shall meet regularly to ensure that students are progressing across all areas of training being provided;
- Monitoring of course progress and participation by Student Academic Administration and the Training and Administration Manager;
- Ensuring complete timetable and schedule for the program is developed, implemented and reviewed as and when required.

5.6 Where a student is identified as being at risk of not completing the program within the expected duration ACCM shall implement appropriate intervention steps to prevent this from occurring. These intervention steps will include meeting with the student to identify the cause that is placing the student at risk. Within this meeting, strategies to assist the student in completing the course within the expected duration shall be discussed and implemented as required.

5.7 Where a student is identified of being at risk of not completing their course in the expected duration due to lack of course progression, the student's enrolment load may be adjusted to ensure the student has the opportunity to complete the course successfully.

5.8 Student will have access to ACCM's student support services to ensure that students adjust to study and life in Australia, maintain satisfactory academic performance, and have access to student support services to assist in the transition to life and study in a new environment (Ref: Student Support and Welfare Policy).

5.9 ACCM will only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of:

a) Compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit);
b) ACCM implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
c) An approved deferment or suspension of study has been granted under Standard 9 of The National Code.

5.10 All meetings are documented, and any strategies arranged are also be documented on the Student profile in the Student Management system.

5.11 All changes to a student's course duration will be reported via the PRISMS reporting system and records / documents of reasons and the decision process will be retained in student hard copy Admissions File and on SMS.

5.12 If ACCM of Education extends the duration of the student's enrolment, ACCM must advise the student to contact Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

6. IMPLEMENTATION AND RESPONSIBILITY

Trainers/Assessors, Administration Manager and Academic Support Team are responsible for monitoring student performance and reporting any irregularities.

Administration Manager is responsible for monitoring students' overall course progress and identifying students at risk of not completing the program within the expected duration.

The Administration Manager is responsible for implementing intervention strategy when necessary.

The Training and Administration Manager is responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy.

The ACCM MANAGEMENT has overall responsibility for the implementation and review of this policy.

 For more information you can visit this link- https://www.accm.vic.edu.au/policies