

Monitoring Course Progress – Domestic (Smart and Skilled)

Evolution Hospitality Institute has in place policies and procedures for monitoring, recording and assessing the course progress of each domestic student for the course in which the student is enrolled. The Policy and Procedures outlined in this document may be applicable to the study conducted at the theory and practical classrooms but its primary focus is work based training and practical placement.

All matters relating to the student enrolment and course progress are recorded on the student's file and student management system AXcelerate.

POLICY

Evolution Hospitality Institute will:

- develop a training plan for each domestic student at the time of enrolment
- monitor record and assess the course progress of each student for the course in which the student is currently enrolled against the agreed training plan in accordance with the standards of registration for RTO's and the Training provider contract and policies published by Training Services NSW and the NSW Department of Industries
- have a process for developing support strategies for any student who is not making satisfactory course progress
- have an intervention strategy for domestic students for any student who is identified as not meeting the satisfactory course progress
- notify employers and Training Services NSW (if applicable) of the student's course progress has been compromised
- inform students of monitoring course progress via student handbook and website.
- Satisfactory course progress for domestic students is defined as successfully completing or demonstrating competency in all units as per the signed and agreed training plan.
- Students may at any time consult with their Trainer and Assessor of their competency outcome
- It is the responsibility of Industry Workplacment Manager to ensure that results are received from each trainer/assessor to meet this timeline and ensure recording of results in the student management system

Trainers will:

- continually monitor students' participation during theory and/or practical classes and/or completion of course assignments, tests and activities and overall course progress
- provide ongoing constructive feedback to students throughout the course as per the training plan;

- formally assess students' progress at the end of each competency and, where the student has two consecutive assessments graded as not being satisfactory in any unit, or the student has not submitted the assessment refer the student to the Industry Workplacment Manager within 10 working days for further discussion.

Procedure

- A Student Support Officer is the responsible person to enter the results in the student management system and also update the student's academic files.
- All outcomes are scanned and uploaded against student in AXcelerate (SMS) and hard drive
- Hard drive is set up with student folders, containing sub folders as per the expectation of Training Services to support the event of a Monitoring Audit conducted by Training market NSW
- The Industry Workplacment Manager will announce any alerts at the fortnightly management meeting, if there is any student who is identified (at risk) as not satisfactorily completing units of competencies as per the training plan.
- The Student Support Officer will contact the student and either arrange an informal meeting or conduct a telephone discussion to inform them about their progress.
- Appendix A of this Policy defines the work flow of the Monitoring of the Training Plan

Intervention Strategy

The intervention strategy for domestic student is activated when a student is identified as being at risk of not making satisfactory course progress. The support strategy will be developed in consultation with the student and the course coordinator at a special meeting arranged at a mutually convenient time. This is to ensure support strategies meets individual students learning needs.

Support strategies could include:

- English language, literacy, numeracy support
- Assistance with academic skills such as assignment writing, meeting assessment requirements and research skills
- Opportunity for reassessment
- Changing course
- Mentoring by the Trainer or a nominated student
- Adjustment to course load and training plan
- Withdrawal from the course

Students failing to attend the intervention meeting without a reasonable excuse may have their enrolment terminated, suspended or cancelled by Evolution Hospitality Institute. As required Evolution hospitality Institute will also inform Training market NSW and the employer of the cancelation of the Training Contract.

If a student's enrolment is terminated, suspended or cancelled by the Evolution Hospitality Institute, the student has 20 working days to access the Evolution hospitality Institute internal complaints and appeals process. The student's enrolment status will not be affected during the internal complaints and appeals process except in extenuating circumstances.

Students Undergoing Practical Placement (Students who are not in a Apprentice or traineeship contract)



Evolution Hospitality Institute
Level 4, 552 George Street Sydney NSW 2000
Ph: 02 8275 5300 web: www.evolution.edu.au
ABN 73 114 531 636
RTO Provider No: 91256 CRICOS Code: 02869G

Students placed in the Practical placement program or undertaking Work based training will have their course progress monitored in similar ways. However the trainer and assessor will also ensure that there is regular ongoing contact with the workplace supervisor to ensure satisfactory performance of workplace tasks.

Associated Documents with this policy but not limited to:

Compliant and Appeal Process/ Form

Industry Workplacment Policy

NSW Apprentice and Traineeship Training Plan

Smart and Skilled Contract (Terms and Conditions and Operating Guidelines)

Training Plan Monitoring Process

Apprenticeship Network Provider (ANP) signs up the Apprentice/Trainee. ANP send Training Plan Proposal (TPP) to Evolution.

Evolution signs TPP and submit to ANP

Apprenticeship is approved by Training Services NSW and issues a TCID to the Apprentice/Trainee.

If status of apprenticeship appears as "Refer to AAC", administrator to follow up with ANP

Administrator completes the Notification of Enrolment through STS Online. Administrator enrolls student in Axcelerate.

Administrator creates a Training Plan (TP)

Designated officer checks that TP is complete – personal details, employer details, RTO details & training details such as TC start and end dates and the qualification, all the required units of competency have been included, unit type, RPL/CT, delivery modes, unit start and end dates, assessment methods

TP is given to the Trainer. The first client contact is benchmarked at 6 to 8 weeks from the notification of enrolment. The Trainer secures the signatures of the employer and Apprentice/Trainee on his first visit. The Trainer gives a copy of the TP to the employer and holds on to the original TP. The Trainer updates TP as the training progresses.

By the 6 months mark, designated officer checks with the Trainer to ensure TP has the required signatures and has been updated.

Upon completion of the apprenticeship, Trainer has to ensure employer representative has confirmed competency of Apprentice to all units by affixing signature to the TP. Trainer submits TP to the designated officer.

Designated officer checks the TP for completeness and ensure TP reflects the training activities that had occurred. TP is handed to administrator for scanning and filing.