No.3.1.10: Student Progress and Course Progress Policy & Procedure

Policy Context

This policy relates to:	
Registration Manager	Australian Skills Quality Authority (ASQA)
Conditions of Registration	VET Quality Framework (VQF)
Codes and Standards	ESOS National Code 2018 – Standard: 6.1.7; 7.2.2.1; 8.1; 8.3; 8.4; 8.5; 8.7; 8.7.1; 8.7.2; 8.7.3; 8.7.4; 8.8; 8.9; 8.13; 8.14; 8.16.2; 9.3.3; Standards for RTOs 2015 – Standard: 1.3(b); 1.3(c); 1.3(d);
Legislation or other requirements	National Vocational Education and Training Regulator Act 2012

Purpose

The purpose of this policy is to ensure that the Institute adopts a proactive approach in monitoring students' course progress and notifying and counselling students who are at risk of failing to meet the accepted course progress requirements. International students, who persist in failing to meet course progress requirements, even after attempts by the Institute to notify and counsel them, shall be reported to Department of Education and Department of Home Affairs in accordance with the ESOS Act 2000.

Institute has a duty of care to assist each student to achieve their learning goals and make satisfactory progress to ensure completion of their course within the expected duration. Institute is proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements.

Each student's academic performance is monitored for both domestic and international students, and any student deemed to be 'at risk' is to be referred to CEO to discuss possible intervention strategies.

Objective

The objective of this policy and procedure is to ensure that RTO has:
- Suitable and appropriate mechanisms in place to monitor student and course progress.
- A policy framework for managing student progress
- Personnel that understand and know their responsibilities and obligations in relation to managing student progress

Scope

This policy and procedure is applicable to the following stakeholders;
- RTO Staff
- RTO Students

Policy

- Satisfactory Course Progress

Every effort will be made to proactively assist students to achieve satisfactory course progress and complete the course within expected duration. All students are expected to adhere to the requirements of course progress. The satisfactory course progress is deemed to be 50% or more competence in the number of units of study attempted within a study period of 6 months.

- Monitoring Course Progress

  Requirements for monitoring and progress
    - Formal monitoring, recording and assessment of student performance
    - Develop an intervention strategy
    - Determining the points at which the student has failed to meet satisfactory course progress
- The Institute must monitor the progress of each international student to ensure the international student is in a position to complete the course within the expected duration specified on the student's CoE.
- Student performance and course progress will be monitored by trainers, assessors and student support officer. Trainers are required to keep appropriate records and to undertake assessments in a timely fashion to enable effective monitoring of student academic performance and the implementation of all procedures.
- The Institute must identify, notify and assist an international student at risk of not meeting course progress or attendance requirements where there is evidence from the student's

assessment tasks, participation in tuition activities or other indicators of academic progress that the student is at risk of not meeting those requirements.

- All students are expected to study at least one unit (not by distance or online learning) during each study period. International students may not study more than one third of their course online or by distance learning.

- The Institute may only extend the duration of the student's study as a result of compassionate and compelling circumstances, where an intervention strategy is being implemented or where an approved deferment has been granted. For International Students, except in these circumstances, the student's course duration will not exceed the CRICOS registered duration. Any variations are recorded on the student file and reported correctly in PRISMS.

- The Institute must ensure that in each compulsory study period for a course, the international student is studying at least one unit that is not by distance or online learning, unless the student is completing the last unit of their course.

- Where the registered provider has assessed the overseas student as not meeting course progress or attendance requirements, the registered provider must give the overseas student a written notice as soon as practicable which:
    - notifies the overseas student that the registered provider intends to report the overseas student for unsatisfactory course progress or unsatisfactory course attendance
    - informs the overseas student of the reasons for the intention to report
    - advises the overseas student of their right to access the registered provider's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

- If the registered provider extends the duration of the student's enrolment, the provider must advise the student to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Procedures

1. Study Period and Satisfactory Course Progress

- A study period is defined as three (3) months for monitoring course progress.

- Satisfactory course progress means successfully completing at least 50% of the units attempted within a study period (three months).

- International students must complete their course within the duration specified on their CoE, unless an extension is granted under compassionate or compelling circumstances.

- Work placement units will not count towards course progress until the student successfully completes the required work placement hours.

  - Some courses have work placement at the end of the course, and students will only be assessed as competent once they complete all practical placement requirements.

📌 The Student Support Officer (SSO) is responsible for monitoring and managing this process, while the CEO will review, approve, and update PRISMS as required.

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2. Monitoring Course Progress (National Code 2018 – Standard 8.7)

The RTO must monitor and record course progress for all students. The Student Support Officer (SSO) will:

✅ Track and assess students' academic performance using assessments, participation records, and attendance.

✅ Identify students at risk (failing units, missing assignments, low attendance). Issue First Warning Letter for Unsatisfactory Course Progress for each student with a NYC (Not Yet Competent) result in 50% or more units on competency will be deemed "At Risk" and ask them to attend a meeting to identify an appropriate intervention strategy.

✅ Implement early intervention strategies for students at risk of failing.

✅ Notify students in writing if they are failing to meet satisfactory progress.

📌 The CEO will review reports provided by the SSO and approve any required actions, including PRISMS reporting.

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3. Intervention Strategy (National Code 2018 – Standard 8.7.3 & 8.9.4)

The Student Support Officer (SSO) will ensure that an intervention strategy is implemented for students at risk, which may include:

✅ Catch-up classes

✅ Additional trainer/assessor support

✅ Time management or study skills workshops

✅ English language support

✅ Counselling for personal or academic issues

✅ Adjustments to study load (if permitted by visa conditions)

📌 The intervention strategy must be documented using the Intervention Strategy Form and recorded in the Student Management System (SMS).

📌 The CEO will review and approve all intervention plans.

📌 SSO and Trainer will implement the intervention strategy on the agreed start date and closely monitor students on an intervention strategy on a regular basis.

4. Reporting Unsatisfactory Course Progress (National Code 2018 – Standard 8.13 & 8.14)

If a student fails to meet satisfactory course progress for two consecutive study periods (six months total), the SSO must issue a Notice of Intention to Report, which includes:

- Reason for reporting (failure to meet course progress requirements).

- Right to appeal (students have 20 working days to lodge an appeal).

- Details of internal and external appeal options, including the Overseas Student Ombudsman (OSO) for international students.

📌 If the student:

- Does not appeal, or

- Exhausts the appeal process and the decision supports the provider,

👉 The CEO will review and approve the report before updating PRISMS.

5. Course Duration and Allowable Extensions (National Code 2018 – Standard 8.16)

📌 The RTO must not extend a student's course duration unless:

1 There are compassionate or compelling circumstances (e.g., medical issues).
2 The student is at risk of failing and an intervention strategy has been implemented.
3 The student has received an approved deferral or suspension.

📌 The CEO must approve and document any course duration extensions and update PRISMS accordingly.

6. Work Placement and Course Progress

📌 Work placement units do not count towards course progress until successfully completed.

- The SSO must ensure students complete required work placement hours before they can be marked as competent.

- If the course structure places work placement at the end of the course, the SSO must:

  o Ensure students complete all theoretical components before attending work placement.

  o Track attendance and progress during work placement.

  o Report students who do not meet placement requirements following intervention procedures.

📌 The CEO will review and approve reports on work placement progress and compliance.

7. Appeals Process (National Code 2018 – Standard 10.1 & 8.13.3)

📌 Internal Appeal (Lodge within 20 working days)

- Students must submit an internal appeal to the SSO.

- The appeal is reviewed by the CEO.

📌 External Appeal

- If the student is not satisfied with the internal appeal outcome, they may escalate the appeal to:

  o Overseas Student Ombudsman (OSO) for international students.

👉 The student will not be reported until the external appeal process is completed.

📌 The CEO will review and approve final appeal outcomes before updating PRISMS if required.

8. Responsibilities

Role	Responsibility
Student Support Officer (SSO)	✅ Monitor and assess student progress every study period (3 months). ✅ Identify and intervene for students at risk. ✅ Issue Warning Letters and Notices of Intention to Report. ✅ Ensure work placement completion before marking competency. ✅ Maintain accurate records in the Student Management System (SMS).
CEO	✅ Review and approve intervention plans.

Role	Responsibility
	✅ **Review, approve, and update PRISMS for reporting student progress.** ✅ **Approve course duration extensions.** ✅ **Approve appeal decisions before PRISMS updates.**

Continuous Improvement

A summary of all critical incidents and related matter/ concerns will be presented as a part of the Continuous Improvement Policy and Procedure at the Management Meeting for review.

The purpose of this is to ensure management become aware of;

- Common threads relating to the compliance and quality assurance
- Repeat issues
- Any general adverse trends that needs correcting

Confidentiality and Privacy Statement

For more Information, please refer to our Privacy and Confidentiality Policy.

Publication

This policy once approved, will be available to all students and staff by accessing RTO Intranet or on request. This policy will also be available through RTO's website as well.

This policy and procedure will form part of the information distributed and communicated during staff orientation.

Review processes

The policy and procedure will be reviewed annually. The CEO will be the responsible person for this.

Version 6.0