

COURSE PROGRESS MONITORING AND INTERVENTION POLICY AND PROCEDURE

Document Control

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Standards & Legislation Mapping

This policy declares the specific requirements it gives effect to under Britts College's self-assurance obligations.

Framework	Reference(s)
Applicable standards	Outcome 1- Training and Assessment, Standard 1.1, 2.1, 2.3, 2.8, 4.1, 4.2, 4.3, 4.4 Standards of NVR Registered Training Organisations (2025)

Course Progress Policy & Procedure

1. Purpose

The purpose of this policy is to ensure that Britts College (the College) systematically monitors and reports students' course progress. This policy is stipulated in accordance with the requirements of Standard 8 of the ESOS National Code 2018. The College would be proactive in notifying and counselling students who are at risk of not meeting their course progress requirements. The policy focuses on proactive monitoring, early identification, timely and tailored support and continuous improvement enabling the students to achieve successful outcomes. The College reports students, under Section 19 of the ESOS Act, who have breached the course progress requirements.

2. Scope

This policy applies to:

- All staff and students.
- All of the training and assessment services, and support structures, processes and systems.

3. Responsibilities

Britts College does not have a governing board. Control and influence over Britts College, and all decision-making authority, rest solely with the CEO and the Director. Accountability under this policy therefore sits exclusively with the CEO and the Director; all other roles are responsible for carrying out activities, or are consulted or informed, under the direction of the CEO and the Director.

CEO / PEO

- Ensures compliance with legislation, regulations and Standards for RTOs.
- Ensures the effective implementation of this policy and approve extensions to course durations.
- Provides resources and oversight for student support and intervention strategies.

Administrative & Support Staff

- Maintains accurate records of student progress and attendance.
- Coordinates administrative processes, intervention meeting scheduling and document outcomes in student files.
- Ensures students access to support services, including referrals to external support providers.

Academic Manager

- Gathers the information and conducts the intervention meeting with the students at risk. The students are provided with tailored support, and intervention plans to meet their course progress requirements.

Trainers & Assessors

- Monitor the student's course progress, behaviours and participation regularly.
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- Implement intervention strategies and provide ongoing student support.

4. Policy

The College monitors, records and assesses the course progress of each student for the course in which the student is enrolled. This policy and procedure define the requirements for student satisfactory course progress, the processes for monitoring, recording and assessing the student course progress and the processes for the intervention strategies for identifying and assisting students to achieve satisfactory course progress. The procedure sets out the processes for reporting student unsatisfactory course progress on PRISMS according to ESOS Act Section 19.

The student's progress is assessed at the end of each completed term. The term is usually 11 weeks long for all qualifications on CRICOS scope or else otherwise specified in the individual intake timetable. While every attempt would be made to keep consistency, however number of weeks in the defined term may also factor in the duration and the completion of units of competency, which enable the College to determine student participation and course progress in any given successfully completed term. One Term is considered the minimum length of time in which it is reasonable for the respective Trainer and Assessor to assess a student's course progress.

- Satisfactory course progress is achieved where a student successfully completes and maintains at least 50% of course requirements in a successfully completed term.
- Unsatisfactory progress is defined as not successfully completing or demonstrating competency in more than 50% of the course requirements in a successfully completed term.
- Course breach is defined as not successfully completing or demonstrating competency in more than 50% of the course requirements in 2 consecutive successfully completed terms or NOT responding to intervention meeting invitation within 10 working days from receiving the invitation.

The College will also monitor overseas student attendance (but would not report, unless otherwise required) in the process of course progress monitoring and reporting. However overseas students must meet their visa obligations regarding attendance, wherever applicable.

5. Procedure

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- 1) The student's course progress will be monitored from the start of the course. If it is seen that he/she has failed to achieve 50% or more of the course progress of the term till date, the student support officer will issue an initial notification warning stating that they have fallen below 50% academic performance for the term to date, and failing to achieve competency in further units undertaken within the current term may result in a risk of failing to achieve satisfactory course progress for the term.
 - 2) At the end of each Unit, the trainer will provide a detailed results sheet to the Academic Support Officer.
 - 3) The Academic Support Officer will run an excel-generated report to identify all students-at-risk based on the successful completion of less than 50% of the course requirements for the completed Term.
 - 4) If a student has been assessed as Not Yet Competent (NYC) in more than 50% of course requirements in any completed term, the Academic Support Officer must be informed.
 - 5) Whenever a student does not achieve successful completion of 50% or more in a given term, they will receive the 1st warning letter where an early intervention process will be initiated by the College. Students are requested to see their Academic Manager/General Manager for an early Intervention Strategy Meeting (ISM).
 - 6) The ISM will lead to an action plan considering the following:
 - Modifications to their course load or training plan;
 - Additional tuition support from the student's Trainer & Assessor;
 - Extension in their course duration or assessment deadlines;
 - Assist students in accessing support services such as counselling support services; and
 - 7) After the completion of one successfully completed term if a student fails to present successful completion of 50% or more of the course, they will receive the 2nd warning letter. Within 10 business days of receipt of this 2nd warning letter, students are required to attend the ISM with the trainer and Academic Manager to discuss their academic performance and develop strategies or plan to ensure that they stay above the 50% academic progress requirement for the following term.
 - 8) The student will be issued a notification of Intention to Reporting (ITR) stating that he/she has failed to obtain satisfactory course progress in two consecutive complete terms and has not responded to the request of early intervention therefore is in breach of the
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college course progress requirement. ITR will also be issued if student fails to respond to 2nd warning letter within 10 business days of receiving the letter. If the student is international student, their visa condition will be in breach, and they will be reported to the Department of Home Affairs (DHA) on the failure of an appeal.

- 9) The ITR will inform the student that he/she is able to access the College's Complaints and Appeals process and that the student has 20 business days from the receipt of the ITR in which to do so.
- 10) If a student fails to appeal the decision within the 20-working day period, the Academic Manager will report the student to DHA via PRISMS by cancelling the student enrolment on the basis of unsatisfactory course progress.
- 11) If a student appeals the decision the appeals process will be followed in accordance with the Complaints and Appeals Policy and Procedure.
- 12) The expected duration of study specified in the student's Confirmation of Enrolment must not exceed the CRICOS registered course duration. Where it does, this information will need to be updated on the student's file and on PRISMS.
- 13) The student should be advised to contact the DOHA if any course duration extensions are granted to discuss the impact on their student visa
- 14) Students' attendance is recorded to check on their wellbeing and course progress.

Intervention Strategy Process

Intervention strategies are formed on a case-by-case basis and will be initiated by a 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. The meeting and outcomes are to be agreed and documented by both the student and the College's Administration.

Intervention strategies that may be adopted to assist the student in completing the course within the expected duration may involve the following process:

1. Student identified as 'AT RISK'

At the end of each term, the Academic Support Officer is to review the students course progress and identify the students who are 'AT RISK'. This may involve the following:

- The student is NYC in more than 50% of the units in a term,

- The student has been identified as unable to complete the course within the set duration.

2. Organise a formal intervention strategy meeting

- i. The student should be contacted via email or other channels to reach out to offer an intervention plan.
- ii. Inform the student the purpose of intervention and that they can bring a support person of their choice if they wish.
- iii. The Academic Manager/General Manager is to prepare all of the supporting documentation required – such as the *Intervention Strategy* document, the learner's *Training Plan or Timetable*, their completed assessment tools, and any other relevant evidences.

3. Conduct intervention strategy meeting

- i. The Academic Manager/ General Manager is to attend the meeting with the student and their support person.
- ii. The interview is to be conducted in a compassionate and professional manner.
- iii. During the meeting, the student is to:
 - Be advised of the reason as to why they are considered 'AT RISK';
 - Be informed of their rights and obligations, including their right to an Appeal if they do not wish to accept the intervention strategy;
 - Be consulted as to the cause of their unsatisfactory academic performance or lack of attendance;
 - Be counselled appropriately for the contributing factor to their 'AT RISK' status;
 - What support is provided through their training program;
 - Collaboratively work with their Trainer & Assessor to arrive at an agreeable plan and complete the *Intervention Strategy* document in detail;
 - Sign the *Intervention Strategy* – all participants are to sign the first page of the *Intervention Strategy* as evidence they were present in

the meeting, and the student and Academic Manager is to also sign the final page of the *Intervention Strategy*.

4. **Copy of *Intervention Strategy* provided to the student**

The student is provided the signed *Intervention Strategy Form* to for their records.

5. **Record management**

- i. The Academic Support Staff is to scan and save the completed *Intervention Strategy* to the student's file.
- ii. Detailed notes are to be kept on the student's file with the relevant information from the *Intervention Strategy*. For example, if the student's workload is amended a new a new *CoE may need to be issued*.
- iii. The student is to be informed to contact the DOH to discuss matters relating to their student visa promptly.

6. **Student appeals**

- i. Where the student is not satisfied or prepared to accept the *Intervention Strategy*, they may access the Appeals process.
- ii. The Appeal must be lodged within **20 business days** from when the Intervention Strategy meeting took place.

7. **Implement and monitor**

- i. Where the student has accepted the *Intervention Strategy*, it must be activated as early as practicable, and no later than **2-weeks**.
- ii. The Trainer & Assessor is responsible in monitoring the student's progress, willingness and ability to follow through with the *Intervention Strategy*.
- iii. If the student's course progress does not improve and they have an academic progress of less than 50% for two consecutive terms, a *Notice of Intention to Report* to DOH will be sent out to the student. The student can choose to appeal our decision to report them to the DOH. Where the student does not respond to the ITR notice the College will report them on PRISMS and cancel their COE / Enrolment.

Any student who fails to attend the ISM will be contacted to arrange another ISM as soon as possible. The College will keep copies of these documents in the student's file, together with a record of any decisions that are made.

Extend the CoE duration:

The College will only extend the duration of the student's enrolment only in the case where it is identified that the student will not be able to complete the course within the expected duration, as specified on the student's Confirmation of Enrolment (CoE), as the result of:

- 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);
- The College implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
- An approved deferment or suspension of study has been granted under the ESOS standard 9.

Any variations to the CoE are retained within the student file. All communication and any strategies arranged will be documented. An approved deferment of student enrolment should be in accordance with Standard 9 of National Code 2018.

Completion within Expected Duration of Study

- At the College, the course progress procedure requires that at the end of each Term, the results of each student are checked to determine the course progress status for that Term.
- The College will implement the intervention strategy (see above) for students who are at risk of not meeting satisfactory course progress to support students completing within their expected course duration.
- The College will report the student enrolment change through PRISMS when there are changes to the original course duration.
- Records of variation must be maintained in the student file.
- The expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.
- All students are required to complete their studies within the timeframe indicated on their CoE and student visa. The College shall attempt all possible measures to ensure that all students are given the opportunity to complete their studies within this timeframe. A copy of CoE will be kept in each student's file and variations to

the CoE will also be retained within the student file and the same information is stored in the student management system.

Confidentiality

All information relating to students regarding course progress and intervention will be treated as confidential and in accordance with the School's Privacy and Data Protection Policy.

Appeals

- i) Before making the unsatisfactory course report to the Department of Education, the college will notify the student in writing of the intention to report and advise the student that they have 20 working days to access the College's appeals process prior to being reported. During that period, the student's enrolment is kept current and cancellation will be withheld by the college.
- ii) A student will not be reported until the outcome of student appeal has been finalised and the appeal has been unsuccessful, or the student does not access the appeals process during the 20-day period.
- iii) The student may appeal the decision to report them to the Department of Education on the following grounds:
 - a. A competency decision has been inaccurately recorded or calculated.
 - b. Compassionate or compelling circumstances.
 - c. The intervention strategy has not been implemented according to the College's own documented policy and procedure

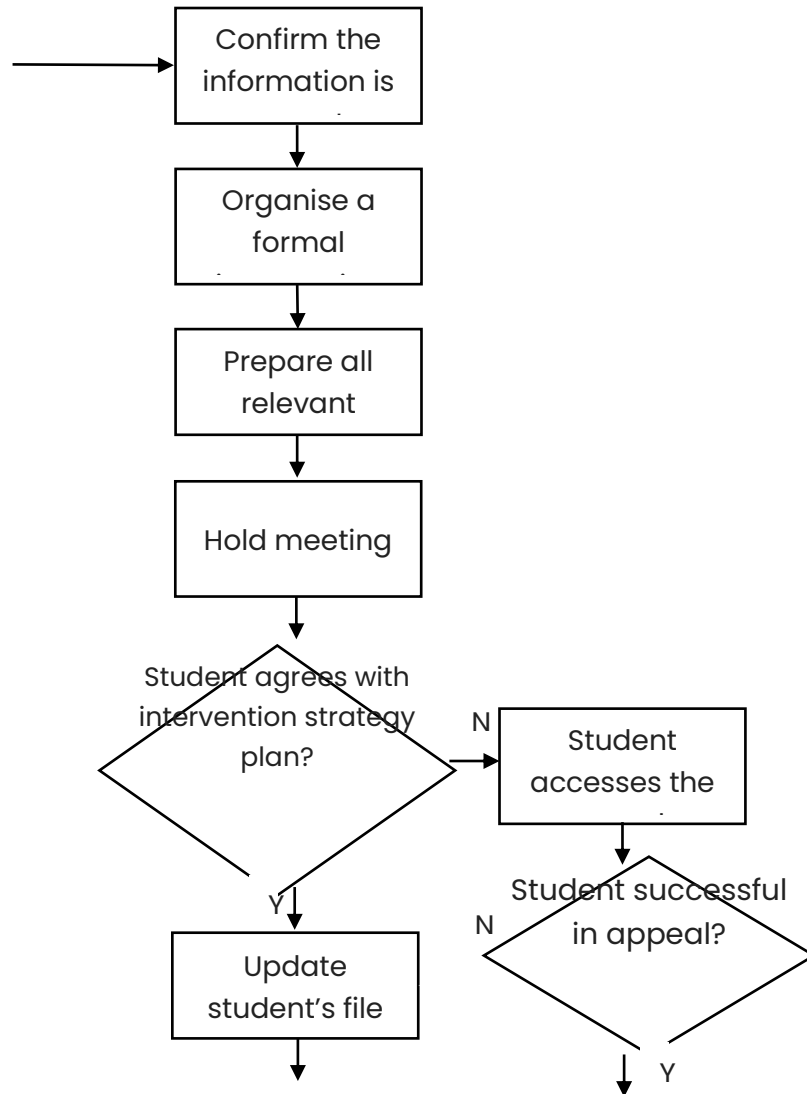
6. Continuous Improvement

- Feedback from all internal and external stakeholders will be used to inform improvements to compliance processes and the effectiveness of the College's operations.
- An internal audit is to be conducted at least once per year to assess our compliance with this policy and the relevant legislative and regulatory requirements. The audit schedule is outlined in our *Continuous Improvement Schedule* and areas for improvements are to be documented in the *Continuous Improvement Register*.
- Internal audit review questions for self-assurance purposes may include:
 - Is student progress being promptly monitored?

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- Are Trainers and Assessors regularly reviewing assessment outcomes and engagement to detect early signs of students not meeting their course progress requirements
 - Are Trainers and Assessors providing tailored support to students identified 'At Risk'?
 - Are individual Intervention Plans developed for students who are not meeting course progress requirements?
 - Is there evidence that students are being offered support services when academic or personal challenges are identified?
 - Have the student feedback or identified issues during intervention been used to improve the monitoring or support process?

Course Progress Monitoring and Intervention Strategies

Process Flow-Chart



Student identified as 'AT RISK'
No intervention strategy required
Implement and monitor the intervention strategy

7. Approval

This policy is approved by the Chief Executive Officer of Britts College. Approval of each version is recorded in the Britts College Policy Register.