VE-STP02 COURSE PROGRESS MONITORING AND INTERVENTION POLICY AND PROCEDURE

Abbreviations:

Apex or Apex Australia	Apex Australia Vocational Education
CEO	Chief Executive Officer
CNA	Competency Not Achieved
CoE	Confirmation of Enrolment
DHA	Department of Home Affairs
LLN	Language, Literacy, and Numeracy
PRISIMS	Provider Registration and International Student Management System

1. Purpose

The purpose of this policy is to outline the Apex Australia Vocational Education (Apex or Apex Australia) approach to monitoring, documenting, and reporting student course progress to ensure that they can complete their course within the duration specified on their Confirmation of Enrolment (CoE) and that timely interventions are implemented for students at risk of failing to meet course progress requirements as per Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

2. Policy Statement

Apex Australia will:

2.1 Systematically monitor and assess course progress of all students.

2.2 Be proactive in notifying and counselling students who are at risk of failing to meet course progress requirements.

2.3 Support students who are at risk of meeting course progress requirements by implementing appropriate intervention strategies.

2.4 Report international students to the department of home affairs and department of education, skills and employment who have breached the course progress requirements.

2.5 Provide a documented policy and process for monitoring and recording course progress for an international student.

3. Course Progress Monitoring and Intervention Procedure

3.1 Information provided to students.

3.1.1 This policy shall be published in Apex Australia website. Copies of this policy in both printed and electronic format shall be made accessible to the students throughout the course duration.

3.1.2 This Policy shall likewise be included and discussed with the students during Orientation, specifically:

3.1.2.1 The requirements for achieving satisfactory course progress.

3.1.2.2 The process for assessing satisfactory course progress and the required notification and documentation.

3.1.2.3 Intervention strategies that will be implemented for students at risk of failing to achieve satisfactory course progress.

3.1.2.4 Implications on students' enrolment if satisfactory course progress requirements are not met.

3.1.2.5 Appeals process in case of unsatisfactory course progress that may result in cancellation of enrolment.

3.1.3 Course timetables listing, term durations and units offered in this term are provided to students during orientation & before start of each term.

3.2 Categorisation of Students

3.2.1 All students will be classified into five (5) Categories (0-4) at the end of every Study Period:

3.2.1.1 **Category 0 – Students with satisfactory course progress.**

a. Students who have maintained satisfactory course progress. No action required.

3.2.1.2 **Category 1 – Classified as Potentially at Risk Student.**

a. If at the end of a study period, the student is found to not have made satisfactory course progress, they will be sent their **'Course Progress - First Warning' letter indicating that the student is potentially at risk of not meeting the minimum standard academic requirements. The warning letter will also include recommended strategies which the student can adopt to ensure satisfactory course progress in the succeeding study period**.

b. The Academic Manager, or his delegate, may invite the student to an online or face to face meeting to better understand how to better support the student.

3.2.1.3 **Category 2 – Escalated from Category 1 and classified as Student at Risk.**

a. If at the end of the second study period, the student is still found to not progressing, they will be issued with **a 'Course Progress - Student at Risk' Letter indicating that the student is now considered a Student at Risk**.

b. Category 2 students will be required to attend an Intervention Meeting with the Academic Manager, or their delegate, and sign an Intervention Strategy Agreement.

c. If the student fails to attend this intervention meeting, a default Intervention Strategy Agreement will be emailed to the student.

3.2.1.4 **Category 3 – Escalated from Category 2 and classified as Conditional Enrolment applicable.**

a. If a Category 2 student fails to fulfill the requirements under the Intervention Strategy Agreement, the student is escalated to Category 3 and will be issued with **an 'Unsatisfactory Course Progress – Conditional Enrolment Meeting Required' letter indicating the student is required to attend a meeting with Academic Manager, or their delegate, to determine if the student will be allowed to continue their studies under a conditional enrolment**.

b. The student will be required to attend a meeting with the Academic Manager, or their delegate, to explain steps they have taken to attempt to meet the requirements under the Intervention Strategy Agreement and steps the student plans to take to put their studies on track, if permitted to continue their studies.

c. If the Academic Manager, or their delegate, believe the student exhibits determination and a commitment to bring their studies on track, a Conditional Enrolment will apply and will be conditional upon the reimplemented or revised Intervention Strategy Agreement.

3.2.1.5 **Category 4 – Escalated either from Category 2 or Category 3 and classified as a Student with Unsatisfactory Course Progress**

a. Students under Category 2 who failed to comply with the conditions of the Interventions Strategy Agreement and do not qualify for a Conditional Enrolment, or those who have not met the requirements of the Intervention Strategy Agreement under a Conditional Enrolment, **will be issued a 'Notice of Intention to Cancel Enrolment due to Unsatisfactory Course Progress' indicating they have twenty (20) working days to appeal the decision before their enrolment is cancelled under Section 6.**

b. For students enrolled in a course with a duration of one (1) year or shorter, a **Study Period shall be one (1) term,** and their course progress will be assessed and categorised on a per term basis.

3.3 Procedure for Assessing and Monitoring Course Progress

3.3.1 Within three (3) days after the final results of all the students for each study period have been declared and sent to the students, an assessment report on course progress shall be prepared by the Academic Manager or his delegate.

The report shall categorise the students according to Section 3.2 and use relevant academic indicators including percentage of competency for units in a study period, course progress category in the previous study period, and intervention conditions applicable.

The report shall also indicate the students who must be escalated/deescalated to a higher or lower categories based on performance of the conditions of their previous intervention agreements, if applicable.

3.3.2 Students identified as Category 1 – 4 will be contacted by the admin staff via email and a follow-up call.

3.3.2.1 **Category 1** students will be emailed a 'Course Progress - First Warning Letter' indicating that the student is potentially at risk of not meeting the minimum standard academic requirements.

3.3.2.2 **Category 2** students will be emailed a 'Course Progress - Student at Risk' letter indicating that the student is now considered as a Student at Risk and required to attend an Intervention Meeting with the Academic Manager, or their delegate, and sign an Intervention Strategy Agreement. **Category 2** students that do not arrange a meeting within the prescribed time in the email will be emailed a reminder containing the same details as the initial letter and receive a secondary follow-up call.

3.3.2.3 **Category 3** students will be emailed an 'Unsatisfactory Course Progress – Conditional Enrolment Meeting Required' indicating the student is required to attend a meeting with Academic Manager, or their delegate, to determine if the student will be allowed to continue their studies under a conditional enrolment. **Category 3** students that do not arrange a meeting within the prescribed time in the email will be emailed a reminder containing the same details as the initial letter and receive a secondary follow-up call.

3.3.2.4 **Category 4** students will be emailed a 'Notice of Intention to Cancel Enrolment due to Unsatisfactory Course Progress' (to be emailed by the Academic Manager) indicating their enrolment will be cancelled.

3.3.3 The Academic Manager, or their delegate, will meet with **Category 2** and **Category 3** students and in consultation with the student, determine the intervention strategy and/or conditions of enrolment most suited to the student's specific situation. The following steps are implemented:

3.3.3.1 Developing and implementing an appropriate strategy in consultation with the student.

3.3.3.2 Recording the details in the Intervention Strategy Agreement form as agreed to with the student during the intervention meeting. A copy of the Intervention Strategy Agreement will be provided to the student via email during the meeting. The student must acknowledge and accept the Intervention Strategy Agreement by email response or signing the document.

3.3.3.3 Monitoring and recording of the student's subsequent progress is to be undertaken as indicated in the Intervention Strategy Agreement and in Section 3.3.

3.3.3.4 Where necessary, the Academic Manager, or their delegate, may undertake further interviews.

3.3.4 Once an intervention strategy has been activated for a student, the documentation must be retained on the student file in the Student Management System and the ongoing effectiveness of the strategy monitored by the Academic Manager, and their delegate, and recorded in the Course Progress and Intervention Register.

3.3.5 A Course Progress Monitoring and Intervention Register shall be maintained to record all course progress related activities by the Academic Manager, or their delegate.

3.4 Intervention Strategies

3.4.1 These may include, but are not limited to:

3.4.1.1 Applying minimum attendance requirements.
3.4.1.2 Additional learning support including additional training, academic skills, language, literacy, and numeracy (LLN) and digital literacy support.
3.4.1.3 Advising students on study-groups and peer-support sessions.
3.4.1.4 Counselling sessions with the Training Coordinator or the Academic Manager, as deemed appropriate.
3.4.1.5 Receiving counselling with Apex Australia's appointed external counsellor (this would be related to personal issues which are affecting the student's progress).
3.4.1.6 A reduction in course load – in this case the course would be updated with a new course schedule, including assessments.
3.4.1.7 An extension of course duration to allow additional time to meet course requirements.
3.4.1.8 Developing a reassessment plan for previous units assessed as Competency Not Achieved (CNA).
3.4.1.9 Allow for any reasonable adjustments if special needs are identified, and
3.4.1.10 Where appropriate, advising students on the suitability of the course in which they are enrolled.

3.5 Review of Intervention Strategies

3.5.1 The Academic Manager reviews all intervention records with the admin staff every six (6) months to ensure that these strategies are effective and are supporting students to maintain their course progress.

3.5.2 The result of this review shall be forwarded to the CEO for approval.

4. Appeals Procedure

4.1 Apex Australia's decision to report the visa breach will be in the form of a formal letter **'Notice of Intention to Cancel Enrolment due to Unsatisfactory Course Progress'** emailed to the student. The letter will outline Apex Australia's decision, reasons for this decision and appeal mechanisms. Appeals must be lodged within twenty (20) working days of the date of the notice of intent to report or intention to cancel.

4.2 A student may appeal on the following grounds:

4.2.2 Apex Australia's failure to record or calculate the results accurately,
4.2.3 Compassionate or compelling circumstances (evidence must be provided), or
4.2.4 Apex Australia has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

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

4.3.1 If the appeal shows that there was an error in calculation or Apex Australia did not implement the policies and procedures correctly, and the student actually made satisfactory course progress, Apex Australia will not report the student and there is no requirement for further intervention.

4.3.2 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, the student will be categorised as a Category 2 or Category 3 student (as determined by the Academic Manager), ongoing support will be provided to the student and Apex Australia will not report the student.

5. Cancellation of Enrolment

The student's Confirmation of Enrolment (CoE) and enrolment will be cancelled if the student did not appeal the Notice of Intention to Report due to Unsatisfactory Course Progress within the twenty (20) working days prescriptive period.

6. Reporting

6.1 Apex Australia will report unsatisfactory course progress to the Department of Home Affairs (DHA) via PRISMS as soon as practicable if:

6.1.1 The student has chosen not to access the complaints and appeals processes within the twenty (20) working days period and the decision to cancel the CoE and enrolment has become final.

6.1.2 The student intentionally withdraws from the course and disengages from an ongoing intervention process in an effort to avoid being reported.

6.1.3 The appeals outcome supports the Apex Australia's original decision, or

6.1.4 The student accesses the external appeal process and the outcome support as per the Apex Australia's original decision.

7. Responsibilities

7.1 The **Academic Manager** is responsible for:

7.1.1 Monitoring course progress for all students and managing interventions.

7.1.2 Issuance of Notice of Intention to Report and cancellation of enrolments.

7.1.3 Hearing and rendering decision on all appeals.

7.1.4 Reporting student visa breaches, and

7.1.5 Monitoring the application and effectiveness of the Course Progress Policy and Procedure.

7.2 The **Training Manager** is responsible for:

7.2.1 Liaising with Trainers/Assessors on students' attendance, engagement, and results to identify students at risk.

7.2.2 Contacting students at risk and under delegation of the Academic Manager, undertaking the activating and monitoring the Intervention Strategy Agreement, and

7.2.3 Keeping records and documentations of all intervention and course progress activities.

7.3 Risk Management Committee

7.3.1 The Risk Management Committee composed of the CEO, RTO Manager and Training Manager will exercise monitoring and review of all course progress monitoring-related actions that will potentially result in student COE variation (SCV).

7.3.2 The RMC shall ensure that all SCVs are properly reported, logged and documented without exception as part of Apex 2-step review and approval process for all PRISMS reporting transactions

7.3.3 Ensure that risk and evidence-based approach are implemented in all its review processes.

7.4 The **CEO** is responsible for:

7.4.1 Oversight and review of activities and processes under the Course Progress Policy and Procedure, and

7.4.2 Policy review, quality control and process improvement.

8. Definitions

In implementing the Course Progress Monitoring and Intervention Policy, the following definitions apply:

Study period	Generally, consists of Two (2) Terms (9 weeks study + holidays per term) except students who are enrolled in courses with a duration of one (1) year or less of which the study period shall be one term.
Potentially at Risk Student	Is defined as a student who has not have achieved competency in 50% or more of their units in one study period.
Student at Risk	Is defined as a student who has not have achieved competency in 50% or more of their units in two consecutive study periods.
Satisfactory course progress	Is defined as demonstrating competency in 50% or more of the units enrolled in a study period.
Compassionate and compelling circumstances may include:	1. Serious illness or injury, where a medical certificate states that the international student was unable to attend classes. 2. Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided). 3. Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the international student's studies. 4. A traumatic experience which could include: a. Involvement in, or witnessing of a serious accident, or b. Witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists' reports).

	5. Any other circumstances deemed compassionate or compelling by the Apex Australia Management.

9. Policy Consistency

9.1 This policy is consistent with the requirements of Standard 8 of the National Code 2018 requires Apex Australia to monitor international students' course progress so that they can complete their course within expected duration of their CoE.

9.2 Apex Australia may only extend the CoE duration, as allowed under Standard 8.16 of the National Code in very specific circumstances such as:

9.2.1 Compassionate or compelling circumstances.
9.2.2 Due to course progress intervention strategies.
9.2.3 Due to approved deferment or suspension.

9.3 International Students who have breached their student visa conditions must report to the Department of Home Affairs within twenty-eight (28) days of Apex Australia's notification to explain their visa breach. Apex Australia will maintain the student's enrolment whilst the complaints and appeals process is ongoing.

10. Associated Documents

- Assessment Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Course Progress – First Warning Letter
- Course Progress – Student at Risk Letter
- Deferral, Suspension and Cancellation Policy and Procedure
- Intervention Strategy Agreement Template
- Notice of Intention to Cancel Enrolment due to Unsatisfactory Course Progress
- Reassessment Policy and Procedure
- Unsatisfactory Course Progress – Conditional Enrolment Meeting Required Letter

11. Relevant Legislation

- Education Services for Overseas Students Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standard 8 (specifically 8.9, 8.16)
- Standards for Registered Training Organisations (RTO's) 2025
- Disability Standards for Education 2005

12. Document Control

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Revision History

Version	Date of Changes	Change Summary	Author	Review Due
V1.0	14 August 2020	New Document	CEO	August 2022
V2.0	August 2023	Reviewed to ensure information is up to date	Academic Manager	August 2025
V2.1	February 2024	Reformat document, update legislation links, remove DESE as is no longer in use, update document control table.	Senior Compliance and Risk Manager	February 2026
V2.2	17 June 2026	Added Risk Management Committee with responsibility to review and/or approve all potential SCVs	RTO Manager	June 2027

Organisation	Apex Australia Vocational Education
Document Controller	RTO Manager