

COURSE PROGRESS POLICY

INTRODUCTION

The purpose of this policy is to ensure that students' course progress is monitored and reviewed, and that Australian College of Technology and Business Pty Ltd (ACTB) takes intervention action when a student is at risk of not progressing satisfactorily or completing their course as per the requirements of the National Code 2018 (Standard 8).

ACTB implements this Course Progress Policy in accordance with the requirements of the Department of Education and the Department of Home Affairs ("DHA") for CRICOS Providers of VET Courses for all its vocational courses.

This policy applies to all international students enrolled in any course offered to international students (all CRICOS-registered courses).

ACTB will document and implement a detailed policy and process for monitoring the attendance of overseas students in the event that this requirement is set as a condition of ACTB's registration by the regulatory authority. In such an event, ACTB will comply with the attendance monitoring requirements of Standard 8 of the National Code 2018, including maintaining records of attendance and implementing an intervention strategy when required.

LEGISLATION

This policy is made under and must be read in conjunction with the following legislation and regulatory instruments:

- Education Services for Overseas Students Act 2000 (ESOS Act)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) – Standard 8
- Education Services for Overseas Students Regulations 2019 (ESOS Regulations)
- Migration Act 1958 (Cth) – Student Visa (Subclass 500) conditions

DEFINITIONS

Calendar Quarter

- A calendar quarter refers to a three-month period within a calendar year, divided as follows: Quarter 1 (Q1): 1 January – 31 March; Quarter 2 (Q2): 1 April – 30 June; Quarter 3 (Q3): 1 July – 30 September; Quarter 4 (Q4): 1 October – 31 December.
- Course progress will be monitored and assessed at the end of each calendar quarter, regardless of a student's individual enrolment or intake date.
- Where a student's enrolment commences mid-quarter, their first progress review will occur at the end of that quarter.
- Satisfactorily completing and achieving competency in 50% or more of units or prescribed assessments within a calendar quarter.

Meeting course requirements

- Satisfactorily completing and achieving competency in 50% or more of units or prescribed assessments in a calendar quarter

Unsatisfactory course progress

- A student will be formally deemed to have made unsatisfactory course progress where they have failed to achieve competency in 50% or more of the units attempted across two consecutive calendar quarters.

RESPONSIBILITY

- The CEO or delegate is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application.
- The CEO / delegate/training manager is responsible for determining the training and assessment strategy for the course. The training and assessment strategy will specify how the course is divided into study periods, and the workload for each study period.

POLICY STATEMENT

- Prior to commencing their course, all overseas students will be informed of the course progress and attendance requirements, including the consequences of not meeting these requirements.
- The progress of each student shall be monitored, assessed, and recorded.
- The course progress of each student shall be assessed and determined on an ongoing basis, following each assessment due date, to ensure that any students at risk are identified and supported in a timely manner.
- An intervention strategy (verbal and/or written) will be implemented to assist students who are at risk of not making satisfactory course progress.
- Where ACTB has assessed the student as not meeting satisfactory course progress (after the intervention strategies have been exhausted), ACTB will inform the student in writing of its intention to report the student to DHA and that he or she is able to access the Complaints and Appeals process within 20 working days.
- ACTB shall notify the Department of Home Affairs through PRISMS as soon as practicable once: (a) the internal and external complaints and appeals processes have been completed and the breach has been upheld; (b) the student has chosen not to access the internal or external appeals process; or (c) the student has withdrawn from the appeals process in writing. ACTB will maintain the student's enrolment during any appeals process.
- Requirements for achieving satisfactory course progress – A student will be deemed to have achieved satisfactory course progress if he/ she satisfactorily completes and achieves competency in 50% or more of the units attempted within a calendar quarter. A student who does not meet this requirement will be considered at risk, and intervention strategy will be implemented.
- For the Diploma of Community Services, Diploma of Early Childhood Education and Care, Certificate III in Early Childhood Education and Care, and other such courses that have work placement as a part of the unit, which can be completed outside the teaching duration of the term by the student, then course progress is monitored by the student's theory assessment submissions. Each unit within these qualifications requires the student to complete and be deemed competent in both a theory assessment and a practical assessment (work placement) in order to be deemed competent in that unit. As work placement is completed at the end of the course, course progress for these qualifications will be monitored primarily through theory assessment submissions throughout the

course. Students must maintain satisfactory progress in their theory assessments to be considered on track.

- Competency is determined by the Assessors based on the specific competency requirements related to each Unit.
- Academic misconduct, such as plagiarism, is not acceptable, and the student will be required to resubmit work if relevant. Additional information on the expected 'Student Code of Conduct' is available in the 'Code of Conduct', and procedures to handle misconduct are included in the 'Complaints and Appeals Policy'.
- Students at risk - are defined by ACTB as students who:
 - have failed to achieve competency in 50% or more of units or prescribed assessments within a calendar quarter, or across two consecutive calendar quarters.
 - have unsatisfactory performance in class and show very little learning progress

PROCEDURES

1. After each assessment due date, the student administrator will identify any students who have not submitted an outstanding assessment. A reminder notice will be sent to those students, prompting them to submit their outstanding assessment as soon as possible. Reminder notices will continue to be sent for all outstanding assessments throughout the calendar quarter. Where a student has failed to achieve competency in 50% or more of their scheduled assessments within a calendar quarter, the formal warning and intervention process outlined in Procedure 7 will be initiated.
2. Units that have been completed and have a final unit result will be evaluated by the student administrator in accordance with the course progress and intervention strategy. For the Diploma of Community Services, Diploma of Early Childhood Education and Care, and Certificate III in Early Childhood Education and Care, a unit will only be recorded as competent in the student management system once both the theory assessment and the practical assessment (work placement) have been submitted and marked as competent. As work placement is undertaken at the end of the course, course progress for these qualifications will be assessed based on theory assessment submissions throughout the course duration. Students must maintain satisfactory progress in their theory assessments to remain on track.
3. Where a unit runs for more than one term, early intervention will be implemented at the end of each term of delivery. If the student has not satisfactorily completed all assessment tasks in that term, they will be deemed as being 'at risk' of failing the unit. The trainer will assess student progress in class on an ongoing basis throughout the term. Please note that no formal records of submissions are recorded in the student management system until a complete assessment has been submitted by the student.
4. Early intervention based on assessment task failure is not counted toward formal course progress. Early intervention is only implemented to assist students in achieving satisfactory course progress.
5. Failing a unit means being assessed as "Not Yet Competent" for a completed unit.
6. Students will be notified and offered extra support if they have failed any unit in a term, or if they have failed two or more core units in any term. Notification will be made by the Course Program Manager or a designated staff member and may be delivered in person, via phone, or in writing

(email). The purpose of this contact is to identify any barriers to the student's progress and to agree on strategies to support the student in achieving competency. The outcome of the contact, including any agreed strategies and action items, will be documented and retained in the student's file.

7. Once a student has failed to achieve competency in 50% or more of their scheduled assessments within a calendar quarter, the following formal warning and intervention process will be initiated:
 - **Warning 1:** A first formal written warning will be issued to the students notifying them that they have failed to submit two or more assessments by their due dates and that their course progress is at risk. The student will be encouraged to make contact and submit outstanding assessments.
 - **Warning 2:** If the student has not remedied their outstanding submissions within 10 working days of Warning 1, a second formal written warning will be issued, reiterating the risk to their course progress and reminding them of available support.
 - **Notice of Intention to Report (20 Working Days):** If the student has not remedied their outstanding submissions within 10 working days of Warning 2, ACTB will issue a formal written Notice of Intention to Report to the Department of Home Affairs (DHA) for unsatisfactory course progress. The students will be advised that they have 20 working days to either submit outstanding assessments or access ACTB's Complaints and Appeals process. During this 20-working-day period, the student will be offered a formal intervention meeting in person with the Course Program Manager to identify barriers and agree on a support plan. ACTB will maintain the student's enrolment during this period.
8. At any point in the term, if ACTB believes a student is struggling and may not achieve satisfactory progress, an early intervention may be activated. The student will be contacted and offered a meeting with the Course Program Manager or a designated person to discuss their progress and identify strategies to support them in completing their units successfully.
9. At the course progress interview or intervention meeting, the student may be placed on a Student Monitoring Program with one or more of the following intervention strategies put in place:
 - Additional support and guidance provided by the Course Program Manager or a designated staff member
 - A fortnightly check-in meeting with the Academic Manager or a delegated person to monitor progress
 - A fortnightly academic involvement report is requested from each subject trainer
 - Advice provided regarding course suitability
 - Opportunities to be reassessed in tasks or units previously failed, or to demonstrate the necessary competency in areas in which they had not previously been able to achieve competency
 - The student will be formally advised that continued unsatisfactory course progress could lead to them being reported to DHA and potential cancellation of their visa, depending on the outcome of any appeals process
10. All student training plans, results, course progress, and interventions (if any) shall be recorded in the student management system or student file on an ongoing basis.
11. In exceptional circumstances, ACTB may extend the duration of the student's enrolment if he/she is unable to complete the course within the expected duration. These circumstances will be examined on a case-by-case basis, subject to sufficient supporting evidence being available to ACTB:
 - Compassionate or compelling grounds exist

- ACTB has implemented a special intervention strategy to help the student achieve satisfactory course progress, or
- An approved deferral or suspension of study has occurred (based on the ACTB Deferral, Suspension and Cancellation Policy)

12. In circumstances where a student's course duration is approved and extended by ACTB, the student must be notified to contact the Department of Home Affairs to seek advice on the potential impact on their Student visa (Subclass 500). If the student's visa will expire prior to the new expected completion date, the student will need to apply for a new Student visa (Subclass 500) to complete their study. ACTB will update the student's Confirmation of Enrolment (CoE) in PRISMS to reflect the new expected duration, ensuring it does not exceed the CRICOS-registered duration for the course.

RECORDS

All records related to students' course progress, assessment submissions, intervention strategies, warning notices,) will be retained in the student's file for a minimum period of two (2) years after the student ceases to be an accepted student at ACTB. Records will be maintained in the student management system and/or the student's physical or electronic file and must include:

- All formal warning notices issued (Warning 1, Warning 2)
- Notice of Intention to Report and any related correspondence
- Cancellation notices
- Records of all intervention meetings, including agreed strategies and action items
- Course progress reports and assessment results
- Any appeals documentation and outcomes

All records must be accurate, up to date and accessible to authorised staff and relevant regulatory authorities upon request.

PUBLICATION

This Course Progress Policy and Intervention Strategy will be made available to staff, students and persons seeking to enrol with Australian College of Technology and Business P/L through publication on the College's website (www.actb.com.au)

DOCUMENT CONTROL

Date	Rationale / Summary of changes	Actioned By
December 2024	Formatting updated as per revised Policy Template	Deepika Dhir
December 2025	Updated to new standards	Karan Gupta
March 2026	Updated to align with National Code 2018 Standard 8: corrected Legislation section; removed outdated department references; corrected PRISMS reporting conditions; updated Student visa Subclass 500 reference; updated CoE/PRISMS extension obligations; revised Definitions; added Online Learning section; added Records section; updated Procedures to reflect current practice including formal warning process, due-date-based monitoring, and qualification-specific progress monitoring for Community Services and Early Childhood qualifications.	RTO Manager