



PP50– Course Progress Policy







1. Purpose

To ensure Austra College systematically monitors the academic progress of all international students against the training timetable and assessment schedule provided at course commencement and proactively intervenes to support those at risk of not completing their course within the duration recorded on their Confirmation of Enrolment (coe).

This policy ensures compliance with Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018).

2. Scope

This policy applies to:

-  All international students studying on a student visa
-  Trainers and Assessors
-  Student Support Officers
-  Administration Officers
-  Compliance Manager
-  CEO / Principal Executive Officer (PEO)

3. Definitions

Term	Definition
Course Progress	A student's advancement within a course toward completion of all qualification outcomes, measured against the training timetable and assessment schedule provided at course commencement.
Study Period	A quarterly block of study of approximately 3 months. Course progress is formally reviewed at the end of each quarter and informally monitored each month.
Training Timetable	A documented training and assessment schedule provided to each student at course commencement outlining the units to be delivered and assessed in each study period. The timetable ensures that all units can be completed within the duration specified on the student's Confirmation of Enrolment (coe).
Satisfactory Course Progress	A student demonstrates satisfactory course progress when they complete the units scheduled for the relevant study period according to the training timetable.
Standard Unit	Any unit of competency that does not require a mandatory work placement component.
Placement Unit	Any unit of competency that requires completion of mandatory work placement or workplace practical assessment in addition to theory assessment.





Term	Definition
Placement-Ready Status	Confirmed when all theory assessment components for a placement unit have been completed before the work placement start date.
At Risk	A student is considered At Risk where scheduled units are not completed, assessments are not submitted, NYC outcomes occur, or placement requirements are not progressing according to the timetable.
Individual Intervention Plan (IIP)	A documented support strategy developed in consultation with an at-risk student outlining actions required to restore satisfactory progress.
PRISMS	Provider Registration and International Student Management System used for international student visa compliance reporting.
NOIR	Notice of Intention to Report issued before reporting a student for unsatisfactory course progress in PRISMS.

4. Legislative References

- ✚ Education Services for Overseas Students (ESOS) Act 2000
- ✚ National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 8
- ✚ Migration Act 1958
- ✚ Migration Regulations 1994
- ✚ National VET Regulator Outcome Standards Instrument 2025

5. Policy Statement

Austra College is committed to ensuring that all international students have the opportunity and support to complete their qualification within the expected duration recorded on their Confirmation of Enrolment (coe).

This policy establishes a structured approach to monitoring course progress, identifying students at risk, implementing intervention strategies, and reporting unsatisfactory progress where required.

Pre-Commencement Information

Before course commencement, Austra College will inform students of:

- ✚ Course progress monitoring requirements
- ✚ Study period expectations
- ✚ Intervention strategies
- ✚ Reporting obligations.

This information will be provided through:

- ✚ The Written Agreement / Letter of Offer





- ✚ Student orientation
- ✚ The Student Handbook.

Monitoring Academic Progress

Student course progress is monitored through:

- ✚ Monthly progress checks conducted by trainers and student support staff
- ✚ Formal quarterly course progress reviews.

Monitoring includes review of:

- ✚ Assessment submissions
- ✚ Unit completion outcomes
- ✚ Student engagement
- ✚ Placement progress where applicable.

All outcomes are recorded in the Student Management System (SMS).

The training timetable aligns with the Training and Assessment Strategy (TAS) to ensure that students remain on track to complete the course within their coe duration.

Monitoring Standard Units

For units that do not require work placement: A student is considered to be making satisfactory progress when the unit is marked Competent (C) by the end of the study period scheduled on the training timetable.

A student may be identified as At Risk where:

- ✚ The unit is not completed within the scheduled study period
- ✚ The student receives a Not Yet Competent (NYC) outcome
- ✚ Required assessments are not submitted.

Monitoring Placement Units

Placement Units consist of two components.

Stage 1 — Theory Assessment: The theory assessment must be completed before the student commences work placement.

Stage 2 — Workplace Practical Assessment: The practical component is assessed during or after the work placement period.

Course progress monitoring for Placement Units includes:

- ✚ Completion of theory assessments prior to placement
- ✚ Confirmation that work placement has commenced
- ✚ Completion of workplace practical assessments following placement.

A student may be identified as At Risk where:

- ✚ Theory assessments remain incomplete before placement
- ✚ The student is not placement-ready





- ✚ Work placement does not commence as scheduled
- ✚ Workplace practical assessments remain incomplete following placement.

A Placement Unit is considered fully complete only when both theory and workplace practical assessments are marked Competent.

Intervention Strategies

Austra College will proactively identify and support students who are At Risk.

Intervention strategies may include:

- ✚ Additional academic support
- ✚ LLND support
- ✚ Tutoring or mentoring
- ✚ Revised assessment schedules
- ✚ Counselling referral.

Each intervention will be documented through an Individual Intervention Plan (IIP).

Reporting Unsatisfactory Course Progress

A student may be considered to have unsatisfactory course progress where they fail to achieve satisfactory course progress across two consecutive study periods while an intervention plan has been implemented.

Where this occurs the College will:

- ✚ Issue a Notice of Intention to Report (NOIR)
- ✚ Provide the student with 20 working days to access the Complaints and Appeals process.

The student will only be reported through PRISMS where:

- ✚ The student does not access the appeals process within the required timeframe; or
- ✚ The appeals process confirms the College decision; or
- ✚ The student withdraws from the appeals process.

Course Duration Extensions

Austra College may extend a student's course duration only where:

- ✚ Compassionate or compelling circumstances exist
- ✚ An intervention strategy has been implemented
- ✚ An approved deferment or suspension has occurred.

Any variation to course duration will be reported through PRISMS, and the student will be advised to contact the Department of Home Affairs regarding potential visa implications.

Compliance and Student Advice

Where a student's enrolment duration changes, Austra College will advise the student in writing to contact the Department of Home Affairs to determine whether a new student visa is required.

All advice regarding visa implications and reporting obligations will be documented.





6. Procedure — Step-by-Step

Step	Action	Responsibility	Details / Notes
1	Provide Training Timetable	Administration Officer / Student Support Officer	At course commencement each student receives the training timetable outlining units scheduled for each study period.
2	Record Unit Outcomes	Trainer / Assessor	Trainers record Competent (C) or NYC outcomes in the SMS within 5 business days of each assessment.
3	Monthly Progress Check	Trainer / Student Support Officer	Trainers monitor assessment submissions, engagement and NYC outcomes. At-risk indicators are reported to Student Support.
4	Quarterly Course Progress Review	Student Support Officer	Student progress is compared against the training timetable to identify incomplete units.
5	Identify At-Risk Students	Student Support Officer	Students with incomplete units, NYC results or placement delays are flagged as At Risk.
6	Issue First Warning Letter	Student Support Officer	Written notification issued advising the student of academic concerns and requesting attendance at an intervention meeting.
7	Schedule Intervention Meeting	Student Support Officer	Meeting scheduled within 7 days of the warning letter.
8	Conduct Intervention Meeting	Student Support Officer / CEO	Academic issues discussed and Individual Intervention Plan developed.
9	Monitor Progress Under IIP	Trainer / Student Support Officer	Student progress monitored monthly and support strategies implemented.
10	Issue Second Warning (if required)	Student Support Officer	Issued where the student fails to engage or progress remains unsatisfactory.
11	Review Second Study Period	Student Support Officer / CEO	Student progress reviewed after the second study period under intervention.
12	Issue Notice of Intention to Report	Student Support Officer / CEO	NOIR issued if progress remains unsatisfactory.
13	Complaints and Appeals Process	Student / Compliance Manager	Student may lodge an appeal within 20 working days.
14	Finalise PRISMS Reporting	Student Support Officer	Student reported only after appeals process conditions are satisfied.
15	Compliance and Student Advice	Student Support Officer	Student advised to contact Department of Home Affairs where required.












Step	Action	Responsibility	Details / Notes
16	Record Retention	Administration Officer	Records retained for a minimum of two years after the student ceases enrolment.

7. Intervention Strategy Procedure

Step	Action	Responsibility	Details
1	Notify Student	Student Support Officer	Student receives written notification requesting attendance at intervention meeting.
2	Conduct Review Meeting	Student Support Officer / CEO	Academic performance and barriers to progress discussed.
3	Develop Individual Intervention Plan	Student Support Officer	Plan includes support strategies and revised targets for unit completion.
4	Monitor Progress	Trainer / Student Support Officer	Student progress monitored regularly and recorded in the SMS.
5	Escalation	CEO / Compliance Manager	If progress does not improve across two study periods, a NOIR may be issued.






8. Recordkeeping

Austra College will retain records including:

-  Training timetables
-  Course progress reports
-  Warning letters
-  Intervention plans
-  Meeting records
-  Appeals documentation
-  PRISMS reporting records.




All records will be retained for a minimum of two years after the student ceases to be an accepted student.

9. Relevant Documents

-  Training Timetable Template
-  Course Progress Warning Letter Template
-  Individual Intervention Plan Template
-  Notice of Intention to Report Template
-  Complaints and Appeals Policy





-  [Deferral, Suspension and Cancellation Policy](#)
-  [Student Handbook](#)
-  [PRISMS Reporting Guidelines](#)

