



Document Name	Course Progress, Students At Risk, and Intervention Policy and Procedures
Approved By	CEO or Delegate
Current Version	Version 2.0
Approved Date	20 January 2024
Responsible Officer(s)	RTO Manager/Student Services Manager and Team /Trainers and Assessors
Target Group (Audience)	<p>This policy and related procedures apply to:</p> <ul style="list-style-type: none"> ▪ International Students currently enrolled in QABC VET qualifications ▪ Other audiences include QABC: <ul style="list-style-type: none"> • Prospective students wishing to enroll in QABC VET qualifications • Trainers and Assessors to implement • Student Services Team to implement • RTO Manager • Education agents to advise prospective students about their obligations
The College or the RTO	Jasmine Education Group Pty Ltd t/as Queen Anne Business College RTO Number: 40458, CRICOS Number: 03240D
Governing Standards and Legislations	<ul style="list-style-type: none"> • Standards for Registered Training Organisations 2015 • Privacy Act 1958 • ESOS Act 2000 • The National Code 2018 standards 6 and 8. • The Migration Act 1958

1. Introduction and Purpose

- QABC has in place policies and procedures for monitoring, recording, and assessing the course progress of each student for the course in which the student is enrolled.
- QABC is committed to ensuring all student are supported during their study to assist them in achieving the qualification they are enrolled in.
- QABC has implemented the DET- DHA course progress policy and procedures for all its VET courses as listed on the CRICOS register at <http://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=03240D>

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which requires the provider to:

1. Systematically monitor student course progress
2. Notify and counsel students who are at risk of failing to meet their course progress requirements, and:
3. Report students who have breached the course progress requirements.

This policy and related procedures relate to the monitoring of students’ course progress and the consequent procedures for reporting unsatisfactory course progress.

2. Scope

This policy and procedure apply to:

- International Students currently enrolled in QABC VET qualifications

Other audiences include QABC:

- Prospective students wishing to enroll in QABC VET qualifications
- Trainers and Assessors to implement
- Student Services Team to implement
- RTO Manager
- Education agents to advise prospective students about their obligations

3. Responsibilities

3.1. Student Services Team is responsible for:

- Maintaining all records relevant to administering this policy and procedures in the Student Management System (SMS)
- Issuing warning letters and notices of intention to report
- Any written correspondence sent or received under this policy and procedure must be kept on the student’s file in the Student Management System (SMS)

3.2. Queen Anne Business College’s RTO Manager is responsible for:

- Reviewing data to check course progress and attendance
- Conducting meetings with students and developing and monitoring intervention strategies
- Reviewing student appeals in relation to course progress
- Reporting students through PRISMS

3.3. Trainers and Assessors are responsible for:

- Notifying Queen Anne Business College’s RTO Manager of students they consider to be having difficulties with course progress and/or attendance.

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4. Definitions

Term	Definition
At-Risk Student	A student who, for any reason, is considered as not, or potentially not, meeting course progression requirements. These students will be coded as RED on the Performance Tracker. Being "at risk" of not meeting satisfactory course progress requirements means (Failing more than 50% of units in a study period)
Appeal	Request by a student to have a matter heard and/or re-considered after receiving an unfavorable decision
Intervention Strategy	Any documented action targeted at addressing the needs of an 'at risk' student. An Intervention Plan is developed according to the individual needs of the student
ESOS Act 2000	Education Services for Overseas Students Regulations 2019: The legal framework governing the responsibility of education institutions towards overseas students
PRISMS	The Provider Registration and International Student Management System (PRISMS) which is used to process information given to the Secretary of DEEWR by registered providers
RTO Manager (SMS)	A student management system/electronic database that records student details including course progress records.
Compassionate and Compelling Circumstances	Generally, those beyond the student's control have an impact on the student's capacity and/or ability to progress through a course. These could include, but are not limited to: <ol style="list-style-type: none"> 1. serious illness or injury, where a medical certificate states that the 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 the student's studies; or a) a traumatic experience which could include involvement in, or witnessing of a serious accident; or b) witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports) 4. where the registered provider was unable to offer a prerequisite unit; or 5. inability to begin studying on the course commencement date due to a delay in receiving a student visa



Compulsory Study Period	<ul style="list-style-type: none"> • Is one in which the student must enrol unless granted a deferment or suspension from enrolment or leave of absence. A compulsory study period does not include periods in which the student can elect to undertake additional studies. • Study period means one term of study of 12 weeks (13 weeks in some qualifications) (including course delivery, assessment, public holidays, and break).
Course Progress	<ul style="list-style-type: none"> • The measure of advancement through skill-based competencies towards the completion of a course as per unit performance guidelines. • Course performance is reviewed at the end of each study period. • A student must be deemed to be 'Competent' in at least 50% of the units of competency in their enrolled course as per the table below • Course progress is reviewed at the end of each study period.
e-CoE	Confirmation of Enrolment – a document issued electronically to intending international students by the registered provider, confirming the student’s eligibility to enrol in the particular course of the registered provider.
National Code 2018	The National Code, established under the ESOS Act 2000 - Education Services for Overseas Students Regulations 2019, is a set of nationally consistent standards that governs the protection of overseas students and delivery of courses to those students by providers registered on CRICOS (the Commonwealth Register of Institutions and Courses for Overseas Students). Only CRICOS courses can be offered to international students studying in Australia on a student visa.
Not Meeting Satisfactory Course Progress	Unsatisfactory progress is defined as a student not successfully completing or demonstrating competency in at least 50% or more of the course requirements in two consecutive study periods.
Satisfactory Course Progress	<ul style="list-style-type: none"> • Students are responsible for their course progress. Students are deemed to have achieved 'satisfactory course progress' when they are deemed competent in 50% or more of the units of competency in any study period. • Course progress relates to the assessment of competency as the student progresses through the courses. For this policy, unsatisfactory course progress is where a student has not achieved competency in more than 50% of units of competence undertaken in any two consecutive study periods of the qualification
Not Yet Competent (NYC)	Not meeting the required performance criteria to achieve satisfactory outcomes for the unit
Not Yet Satisfactory (NYS)	Not meeting the required performance criteria to achieve a satisfactory outcome for a single assessment task.
QABC	Queen Anne Business College
VET	Vocational Education and Training (VET) provides workplace skills, technical knowledge, and qualifications for rewarding jobs and careers.

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5. Procedure

5.1. Advise students of Course Progress requirements

- 5.1.1. QABC will guide and advise all prospective students on course progress requirements. Pre-enrolment course information will be given which includes information related to course progress.
- 5.1.2. QABC will provide advice about course progress requirements on enrolment.
- 5.1.3. On the orientation day students will be advised of the meaning and requirements for course progress and of the requirement to complete the course by the scheduled finish date of the course as well as the importance of maintaining class attendance as a tool to assist in academic progress. Student Handbook contains this policy as well to make sure students can access it all the time.

5.2. Early identification and intervention in case a student at risk is not achieving satisfactory course progress

- 5.2.1. As QABC is committed to ensuring that all students have satisfactory learning experiences at the College, early identification of issues affecting student progress is a priority. Trainers will notify the RTO Manager whenever a student, undertaking the first study period, fails to achieve a satisfactory result in consecutive assessments that form part of any unit or fails to achieve a unit of competency considered by QABC as being critical for future success in the unit or any unit specified within the Training package as a prerequisite unit. On receiving notification from the trainers RTO Manager will arrange for a letter/Email or other communication to be sent to the student requesting that they meet to discuss course progress. Evidence of this communication will be maintained on the student's file.
- 5.2.2. The purpose of this meeting is to determine the reasons for this lack of satisfactory course progress of a student who has yet to complete the first study period of the qualification and to develop strategies involving student support and student action to assist the student in gaining the necessary competence in a time frame that enables the student to complete the course within the expected course duration.
- 5.2.3. Outcomes, actions and agreements of that meeting signed by both the RTO Manager and the student will be given to the student and a copy kept on the student's file. It is expected that the student will honor the agreed actions.
- 5.2.4. A report of non-attendance at the meeting will be put on the student's file.

5.3. Review of course performance at the end of the study period

- 5.3.1. At the end of a study period, the RTO Manager will review the course performance of ALL students. This will be done by examining the student's allocated study course and by examining the course results provided by trainers for the units of competency, comprising the study course, undertaken during the study period.

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5.3.2. If as a result of the review it is identified that; a student is not yet competent in the majority (more than 50%) of units undertaken in that study period the RTO Manager will notify the Student Services Team who will contact the student through personal contact, telephone and/or email and/or sms and a letter sent by mail to arrange for a meeting with the student involving the RTO Manager to discuss course performance. This communication will advise students to contact the trainer or the college to discuss academic performance and course progress.

5.3.3. The purpose of the meeting is to determine the reasons for this lack of satisfactory course progress and to develop and implement intervention strategies involving student support and student action to assist the student in gaining the necessary competence in a time frame that enables completion of the course within the expected course duration. Outcomes, actions and agreements of that meeting signed by the RTO Manager and the student will be given to the student and a copy kept on the file.

Intervention strategies may include:

QABC:

- Advising the student on the suitability of the course that they are enrolled in
- Arranging extra learning support, if required
- Arranging for complementary English classes, if required
- Arranging counseling for assistance with personal issues
- Providing advice regarding study habits
- Providing opportunities for students to be reassessed or to repeat subjects
- Arranging to vary or reduce the enrolment load for the following semester, if possible
- Providing advice on course suitability (i.e. Literacy, Language and Numeracy)
- Allocating a new individualised study course for the following study period.
Such an individualised study course may include repeat units in addition to the normal study course or in place of units specified in the normal course

The Student:

- Undertaking re-assessment in each of the units not deemed competent
- Undertaking a period of study during the scheduled break between study periods
- Being required to undertake additional English language classes prior to re-assessment

5.3.4. Students who fail to achieve competence in a majority of units of competence undertaken during this study period will be advised that this lack of satisfactory course progress in two consecutive study periods could lead to the student being reported to DHA. These students will be classified as being "At Risk" and recorded on file.

5.3.5. A report of non-attendance at the meeting will be put on the student's file if despite the best endeavors of the college the student does not attend the meeting.

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5.4. Monitoring of students “At risk” during a consecutive study period

5.4.1. The course progress of ALL students classified as being “At Risk” or who are undertaking repeat units in any study period as a result intervention strategies put in place in the previous study period will be monitored in an ongoing way.

- Any assessment undertaken by the student in any unit undertaken in the study period that achieves other than a competent result will be recorded and may require the student to immediately discuss their course performance with the RTO Manager.
- All results of these students will be reviewed at the midpoint of the study period by the RTO Manager. This will be done by examining the student's allocated study course and by examining the course results provided by trainers for the units, comprising the study course, undertaken during the study period.

5.4.2. Students who, at this midpoint, are displaying a lack of satisfactory course performance in their new units or units being repeated will be contacted by the Student services coordinator to attend a meeting with the RTO Manager and/or trainers to discuss their course progress. Contact will be through personal contact, telephone and/or email and/or SMS or, at last resort, mail.

5.4.3. The purpose of this meeting will be to determine the reasons for the ongoing lack of satisfactory progress and to develop strategies involving student support and student action to assist the student in gaining competence by the end of the study period. Outcomes, actions and agreements of that meeting signed by the RTO Manager and/or Student Services Officer and the student will be given to the student and a copy kept on the student’s file.

5.5. Review of course progress at the end of a consecutive study period for students “At Risk”

5.5.1. At the end of the study period, the RTO Manager will particularly review the course progress of any student “At Risk”.

5.5.2. If as a result of the review it is identified that; a student has yet to be competent in a majority of the units (more than 50%) undertaken in the current study period, the RTO Manager will notify the Student Services Team who will notify the college’s intends to report the overseas student for unsatisfactory course progress. This written notice will be sent by mail. The written notice will inform the student of the reasons for the intention to report and that he or she is able to access the QABC ’s complaints and appeals process as per National Code 2018, Standard 8 (Complaints and appeals) and that the student has 20 working days in which to do so. A copy of this letter is retained within the file.

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5.5.3. QABC will only report unsatisfactory course progress in PRISMS in accordance with section 19(2) of the ESOS Act if:

- The internal and external complaints processes have been completed and the decision or recommendation supports the QABC, or
- The overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, or
- The overseas student has chosen not to access the external complaints and appeals process, or
- The overseas student withdraws from the internal or external appeals processes by notifying QABC in writing.

5.5.4. The student’s enrolment at the college is continued until any external appeal has been determined. The college will abide by any resolution or determination of the overseas student’s ombudsman.

5.5.5. Similarly, if a result of the review of a student’s course performance shows a lack of satisfactory performance in less than 50% of scheduled units the normal interview and intervention strategy approach indicated earlier in this policy and procedure will prevail.

5.5.6. Copies of all outcomes and notifications related to the appeal processes are kept on the student’s file in accordance with the College’s complaints and appeals policy and procedure.

5.6. Review of the impact of intervention strategies on course duration

5.6.1. At all stages of this review and monitoring process, the impact of any decision relating to the implementation of intervention strategies on the expected course duration for a student will be examined and any likely or possible variation in course duration will be noted on the student's file. Reporting the student (issuing a new CoE) will occur when QABC knows the student cannot reasonably complete his or her course within the expected duration as specified on the student’s CoE. However, QABC will only issue a new CoE when they can accurately predict how long an extension of the duration of study the student will require.

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Procedures and Responsibilities

	What	When	Who	How
5.1	Advise the students on Course Progress requirements			
5.1.1	Advice of Course progress requirements to all prospective students. Pre-enrolment course information will be given.	When prospective students ask about the course information and requirements	<ul style="list-style-type: none"> Student Services Team/Marketing Team 	<ul style="list-style-type: none"> When meeting prospective students asking about studying at QABC or when responding to emails about studying at QABC. Within the course marketing material such as brochures and website.
			<ul style="list-style-type: none"> Education Agents when they recruit students 	<ul style="list-style-type: none"> When they promote the course, related course information should include requirements to achieve satisfactory course progress.
5.1.2	Advice about course progress requirements on enrolment	Upon filling out the enrolment application and signing the offer letter and written agreement.	<ul style="list-style-type: none"> Student Services Team 	The application form and written agreement have information about course progress. Student services will point students to read and will explain to them if they have any questions.



5.1.3	<p>On the orientation day, students will be advised of the meaning and requirements for course progress and of the requirement to complete the course by the scheduled finish date of the course as well as the importance of maintaining class attendance as a tool to assist in academic progress. Student Handbook contains this policy as well to make sure students can access it all the time</p>	<p style="text-align: center;">During orientation</p>	<ul style="list-style-type: none"> • Student Services Team and Academic Representative 	<p style="text-align: center;">As part of the orientation presentation to all new students before the course commences.</p>
<p>5.2 Early identification and intervention in case a student at risk is not achieving satisfactory course progress</p>				
5.2.1	<p>Trainers are to notify the RTO Manager when a student fails to achieve satisfactory results in consecutive assessments or critical competency units.</p>	<p>When a student at risk is not achieving satisfactory course progress</p>	<ul style="list-style-type: none"> • Trainers and Assessors 	<p>Trainer to send email notification to RTO Manager</p>
	<p>The RTO Manager will then arrange communication with the student to discuss course progress, maintaining evidence of this communication on the student's file.</p>		<ul style="list-style-type: none"> • RTO Manager 	<p>RTO Manager to call or send email/SMS notification to the concerned student</p>



5.2.2	Meeting between the RTO Manager and the concerned student/s.	This meeting occurs when a student has not completed the first study period of the qualification and is experiencing unsatisfactory progress.	<ul style="list-style-type: none"> • RTO Manager 	RTO Manager to have a meeting with the students that aims to identify reasons for a student's lack of satisfactory progress in their qualification's initial study period, devising support strategies to enable the student to gain competence within the expected course duration.
5.2.3	Signed agreement between the RTO Manager and the student about agreed-upon actions regarding Course Progress.	After the meeting mentioned in the previous statement (6.2.2) has taken place.	<ul style="list-style-type: none"> • RTO Manager • Student 	The outcomes, actions, and agreements of the meeting, signed by both the RTO Manager and the student, will be provided to the student with a copy retained in their file, with an expectation for the student to adhere to the agreed-upon actions
5.2.4	Report of non-attendance at the meeting.	When a student fails to attend the meeting mentioned in the preceding statement (6.2.3)	<ul style="list-style-type: none"> • RTO Manager 	A report of non-attendance at the meeting will be put on the student's file.

5.3	Review of course performance at the end of the study period			
5.3.1	The RTO Manager will review the course performance of all students.	At the end of a study period.	<ul style="list-style-type: none"> RTO Manager 	At the end of a study period, The RTO Manager will conduct the review by examining the students' allocated study course and the course results provided by trainers for the units of competency undertaken during the study period.
5.3.2	If a student is not yet competent in the majority (more than 50%) of units undertaken in a study period.	After a review identifies the lack of competence.	<ul style="list-style-type: none"> RTO Manager Student Services Team 	The RTO Manager notifies the Student Support Officer, who contacts the student through various channels and sends a letter by mail to schedule a meeting. The purpose is to discuss course performance issues with the involvement of the RTO Manager and advise students to consult with the trainer or college for academic progress discussions.
5.3.3	Conduct a meeting to determine the reasons for the lack of satisfactory course progress and to develop and implement intervention strategies.	This meeting occurs when a student is experiencing unsatisfactory progress in their course.	<ul style="list-style-type: none"> RTO Manager Student/s 	To develop and implement intervention strategies involving student support and action. Outcomes, actions, and agreements are documented and signed by the RTO Manager and the student. The intervention strategies may include various measures from both the



				institution (QABC) and the student, such as advising on course suitability, arranging extra learning support, providing counseling, undertaking reassessment, or undertaking additional study during breaks.
5.3.4	Students who fail to achieve competence in a majority of units of competence undertaken during a study period.	If a student fails to achieve competence in a majority of units of competence in two consecutive study periods.	<ul style="list-style-type: none"> • RTO Manager or • Student Services Team 	The students will be advised that their lack of satisfactory course progress could lead to being reported to DHA (Department of Home Affairs). They will be classified as "At Risk" and recorded on file.
5.3.5	A report of non-attendance at the meeting.	When a student does not attend the scheduled meeting despite the best efforts of the college.	<ul style="list-style-type: none"> • Student Services Team 	The report of non-attendance is recorded and placed on the student's file as documentation of their failure to attend the meeting despite attempts by the college to facilitate it.



5.4	Monitoring of students "At risk" during a consecutive study period			
5.4.1	Monitoring the course progress of students classified as "At Risk" or undertaking repeat units.	Ongoing throughout the study period.	<ul style="list-style-type: none"> RTO Manager 	<p>Any assessment result other than competent will trigger an immediate discussion with the RTO Manager.</p> <p>All results of "At Risk" students or those undertaking repeat units will be reviewed by the RTO Manager at the midpoint of the study period. This review involves examining the student's allocated study course and the course results provided by trainers for the units undertaken during the study period.</p>
5.4.2	Contacting students displaying a lack of satisfactory course performance in their new units or units being repeated.	At the midpoint of the study period.	<ul style="list-style-type: none"> Student Services Team RTO Manager and/or Trainers 	<p>The Student Services Coordinator will reach out to the students through personal contact, telephone, email, and/or SMS.</p> <p>If necessary, communication may also be sent by mail.</p> <p>The purpose of this contact is to arrange a meeting with the RTO Manager and/or trainers to discuss the student's course progress.</p>

5.4.3	Conduct a meeting to determine the reasons for the ongoing lack of satisfactory progress and to develop strategies for improvement.	The meeting occurs when a student is displaying an ongoing lack of satisfactory progress, typically at the midpoint or later in the study period.	<ul style="list-style-type: none"> • RTO Manager • Student Services Team <ul style="list-style-type: none"> • Student 	Devise strategies for student improvement by the end of the study period through support and action. Following the meeting, outcomes, actions, and agreements are documented, signed by either the RTO Manager or Student Services Officer and the student, then provided to the student with a copy kept on their file for reference.
5.5 Review of course progress at the end of a consecutive study period for students "At Risk"				
5.5.1	Reviewing the course progress of students classified as "At Risk" at the end of the study period.	After the study period.	RTO Manager	The RTO Manager will specifically examine the course progress of students identified as "At Risk" to assess their performance and determine any necessary interventions or support measures.
5.5.2	If a student has not achieved competence in a majority of the units undertaken in the current study period.	After the review conducted at the end of the study period.	The RTO Manager will notify the Student Services Coordinator.	The RTO Manager will notify the Student Services Team, who will notify the college of the intention to report an overseas student for unsatisfactory course progress, followed by a written notice sent by mail to the student, outlining the reasons for the report and



				providing information on accessing the college's complaints and appeals process. The student has 20 working days to initiate this process, and a copy of the notice is kept in their file for documentation.
5.5.3	Criteria for reporting unsatisfactory course progress in PRISMS (Provider Registration and International Student Management System) according to section 19(2) of the ESOS Act.	When the specified conditions are met.	QABC (the college) is responsible for reporting unsatisfactory course progress.	QABC will report unsatisfactory course progress in PRISMS if the internal and external complaints processes conclude in support of QABC or if the overseas student fails to engage in these processes within the designated timeframe. Additionally, reporting may occur if the student does not participate in external complaints processes or withdraws from internal or external appeals by notifying QABC in writing.
5.5.4	Continuation of the student's enrollment at the college until any external appeal has been determined.	Throughout the duration of the external appeal process.	The college is responsible for continuing the student's enrollment and abiding by any resolution or determination of the overseas student's ombudsman.	The college ensures the student's enrollment remains active until the external appeal process concludes, and it commits to following any resolution or determination made by the overseas student's ombudsman.



5.5.5	Handling cases where a student's course performance review indicates unsatisfactory performance in less than 50% of scheduled units.	Whenever a review reveals unsatisfactory performance in less than 50% of scheduled units.	The college administration or relevant personnel responsible for implementing the interview and intervention strategy approach outlined in the policy and procedure.	The normal interview and intervention strategy approach outlined earlier in the policy and procedure will be followed to address the student's unsatisfactory performance.
5.5.6	Copies of all outcomes and notifications related to the appeal processes.	Throughout the appeal processes and afterward.	The college administration or relevant personnel responsible for maintaining student records and compliance with the complaints and appeals policy and procedure.	Copies of all outcomes and notifications are stored on the student's file in accordance with the college's complaints and appeals policy and procedure, ensuring proper documentation and record-keeping.
5.6	Review of the impact of intervention strategies on course duration			
	Examination of the impact of decisions regarding intervention strategies on the expected course duration for a student.	At all stages of the review and monitoring process.	The college administration or relevant personnel responsible for implementing intervention strategies and monitoring student progress.	Decisions' impact on expected course duration is evaluated and variations are documented on the student's file. The college issues a new Confirmation of Enrollment if the student cannot reasonably finish within the expected duration, ensuring accurate prediction of the study extension required. Top of Form



6. Compliance Advice

For QABC to show it complies with Standard 8, it has the following as evidence:

- A documented policy and procedures for monitoring, recording and assessing course progress.
- A documented intervention strategy for at-risk students.
- A documented evidence of assessing student course progress at the end of each study period.
- A documented evidence of intervention measures implemented for them. evidence of written notice informing the students that the provider intends to report them for not making satisfactory progress and advising them that they are able to access the provider’s complaints and appeals process within 20 working days
- evidence of an appeal in accordance with Standard 10, if a student appeals; and
- Evidence in the student’s file of final reporting via PRISMS in accordance with section 19(2) of the ESOS Act (if applicable).

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7. Document Control

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1.0 (approved on -----)	
2.0 (approved on 20 January 2024)	<ol style="list-style-type: none"> 1. Changed "At Risk" to Student At Risk in the document name 2. Outline changes: <ol style="list-style-type: none"> 1. Introduction and Purpose 2. Scope 3. Responsibilities 4. Definitions 5. Procedures 6. Compliance Advice 7. Document Control 3. Addition of Document Control 4. Changes in the Procedures and Responsibilities table