# Academic Course Progress Policy

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| Name: | Academic Course Progress Policy |
| Approved by: | PEO |
| Date Approved: | 5 June 2025 |
| Implementation Owner: | General Manager – George Brown College |
| Maintenance Owner: | General Manager – George Brown College |
| Review Date: | 6 June 2026 |

## Course progress requirements

Overseas students are required to maintain satisfactory course progress.

# *An intervention strategy for students deemed "at risk".*

## PURPOSE

The purpose of this policy is to specify George Brown College's (GBC) approach to recording and course progress in compliance with Standards 8 of the National Code 2018 and student visa requirements. The policy and procedure document should be read in conjunction with the Student Support, Diversity, Inclusion and Wellbeing Policy and Procedure.

## 2. POLICY

The College seeks to ensure that students 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 2018. Students who do not make satisfactory course progress will be at risk of being reported to Department of Home Affairs through PRISMS.

Students coming to Australia to undertake a vocational education qualification are granted entry on a student visa. One of the conditions of the student visa is that the student shows satisfactory course progress. An additional condition of the student visa is that a student needs to maintain a satisfactory attendance record. Course attendance and participation is monitored as part of the monitoring of course progress. The College will ensure that all students are made aware of their obligations regarding their course progression, both before and during their enrolment through the Orientation program and in the Student Handbook.

The College will:

a. systematically monitor and assess course progress of all students.
b. be proactive in notifying and counselling students who are at risk of failing to meet course progress requirements
c. support students who are at risk of not meeting course progress requirements by implementing appropriate intervention strategies
d. report students (on student visas) to the Secretary of the Department of Home Affairs and DHA (via PRISMS) who have breached the course progress requirements.
e. provide this policy to students and staff

The College has established arrangements to monitor the progress of each student. Monitoring course progress occurs on two levels. These are:

1. Assessing satisfactory course progress. This is the process of formally assessing each student's progress at the end of each term.
2. Identifying students at risk of not meeting course progress requirements. This is the process of continually monitoring each student's completion of assigned assessment tasks within the term.

**Definitions:**

**Course progress** as per the National Code refers to 'the measure of advancement within a course towards the completion of that course, irrespective of whether course completion is identified through academic merit or skill-based competencies.'

**Satisfactory course progress** is defined as a student successfully achieving competency in 50% or greater of the course requirements in a study period. E.g. if there are 4 units of competency scheduled to be delivered in a study period, the student must achieve competency in at least 2 of those units to achieve satisfactory course progress.

**Unsatisfactory course progress** is defined as a student failing to successfully complete and achieve competency in at least 50% of the course requirements in that study period. E.g. if there are 4 units of competency scheduled to be delivered in a study period, the student will be deemed to have made unsatisfactory course progress if they achieve less than a minimum of two units of competency in the study period.

## 3. RESPONSIBILITY

**Student Services Team Leader** is responsible for monitoring the effectiveness of student interventions, making appeals decisions and hearing appeals relating to intention to report visa breach decisions

**PEO or her delegate** are responsible for reporting visa breaches via PRISMS.

**General Manager** is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

**Administration staff** have the direct responsibility for reviewing and identifying the attendance and course progress of overseas students, including any follow up required based on that review.

**Overseas students** are required to familiarise themselves with the content of this policy to ensure they are aware of the College's policy and procedure on course progress.

## 4. REQUIREMENTS

The College must comply with the following requirements regarding overseas students' course progress.

National Code Standard 8

8.9 The registered provider of a VET course as defined in the NVETR Act must have and implement a documented policy and process for assessing course progress that includes:

- 8.9.1 requirements for achieving satisfactory course progress, including policies that promote and uphold the academic integrity of the registered course and meet the training package or accredited course requirements where applicable, and processes to address misconduct and allegations of misconduct
- 8.9.2 processes for recording and assessing course progress requirements
- 8.9.3 processes to identify overseas students at risk of unsatisfactory course progress
- 8.9.4 details of the registered provider's intervention strategy to assist overseas students at risk of not meeting course progress requirements in sufficient time for those overseas students to achieve satisfactory course progress

8.9.5 processes for determining the point at which the overseas student has failed to meet satisfactory course progress.

**Applicable Standards 2025 and Instruments**

This policy and procedure is additionally subject to the *Standards for RTOs 2025*

**2.3 Standard 2.3 – Training Support**
**Outcome Standard**

(1) VET students have access to support services, trainers and assessors and other staff to support their progress throughout the training product.

(2) An NVR registered training organisation demonstrates:

(a) how it determines the training support services to be provided to each VET student and how it makes these training support services available to each VET student;

(b) VET students have access to trainers, assessors and other staff who are responsible for supporting the VET student;

(c) VET students are informed by the organisation about how and when they can access trainers, assessors and other staff who are responsible for supporting the VET student; and (d) queries from VET students are responded to in a timely manner.

Full procedural and implementation details relating to these national VET requirements are provided in the Standards for RTOs 2025 Policy and Procedure Manual.

## 5. SCOPE

This policy applies to all the College's overseas students studying onshore at the College's campus/es. (An overseas student is a student studying in a CRICOS registered course at the College on a student visa (subclass 500).

Overseas students are required to familiarise themselves with the content of this policy to ensure they are aware of the College's policy and procedure on course progress prior to enrolment and during the student orientation.

## 6. PROCEDURES

### A. Academic Course Progress Requirements

- In order to progress satisfactorily, overseas students must demonstrate competency in fifty percent (50%) or more of enrolled units of competency within each term.
- The students course progress is monitored by admin/student support staff by reviewing the competency record of each student on the student management system. This is achieved by running an academic progress report for each Term and comparing the units of competency each student has achieved with the course progress requirements specified in the training and assessment strategy. If a student is identified as not meeting satisfactory course progress, the course progress intervention strategy is implemented.

- In addition, academic progress is monitored by trainers and administration staff to enable appropriate intervention strategies to be implemented as soon as progress issues emerge for individual students who are identified as 'at risk'.

Please note: If an overseas student is not attending scheduled classes, but is making satisfactory progress in their course, then the course duration set is not suitable for that student, and they may have their course duration shortened.

**B. Identifying Students 'At Risk'**

- Early identification of students 'at risk' is critical to ensure that early intervention strategies can be provided to support and assist the student's academic success.
- Training and administration staff use a variety of indicators and assessments to identify any students who are 'at risk' of making unsatisfactory progress. These may include, but are not limited to, the review of:
    - The student's attendance record
    - Class participation and level of engagement
    - Formative assessment completions
    - Completion of self-study activities
    - Late submissions of assessments
    - Number of resubmissions
    - Requests for extension of class work or assessments
    - Requests for additional help with assessments or class work
    - Feedback from other training staff
    - Not yet competent on unit assessments
    - English ability
    - Results of assessments and unit
- Administration staff have responsibility, in consultation with trainers and the General Manager, for identifying individual students who are 'at risk' of not meeting satisfactory course progress.

A final review of student academic performance will occur following the unit results release at the completion of each study period. In compliance with the National Code 2018, the Student Services Team will monitor the course progress of each overseas student. The notices and warnings are sent as per the below steps. Any student who reaches competency in 2 consecutive terms is removed from the intervention plan.

Students upload their Assessment Tasks on George Brown College (GBC) eLearning portal as per the due dates mentioned in the portal.

If the student submits their assessment by the due date and receives a 'Not Yet Competent' result, they will be granted another 2 attempts from the decision of the assessment, to do what is required to be deemed competent in their assessments. Failure to do so will incur a late submission fee, as mentioned in the GBC Student Handbook.

Students found to have cheated or plagiarized will be penalized $250 and will be given an opportunity to resubmit again.

The student found to have not submitted on time can be provided with special consideration

who provide documentation to show long-term disability, illness, or injury which has affected their ability to not complete work in time. In such cases, re-assessment or re-enrolment fees may be waived.

To find out assessment-related penalties, please refer to the Student Handbook on our website and check other fee details.

On week 13 or after, following the end of each academic Term (week 10), all students are emailed to notify them that their results have been released.

The below intervention procedure is followed

### Warning1

Once the results are released, an Academic Warning 1 letter will be sent to the students if they fail to achieve competency in 50% of their enrolled Units of competencies in the previous academic term. All students' communication and intervention are recorded by the RTO Manager on the Student's Register for Intervention.

### Warning 2

Academic warning 2 letters will be sent to the students if they fail to achieve competency in 50% of their enrolled Units of competencies in the previous academic term, and they are already on warning 1. All student communication and intervention are recorded in the RTO Manager on the Student's Register for Intervention.

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***Intention to report due to Unsatisfactory Course Progress***

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## INTERVENTION STRATEGIES

Where necessary, the Student Services Team Leader (or other designated staff) will develop an intervention strategy in consultation with the student and, if required, the Student Services Officers/Training staff.

- The intervention strategy is documented in the Intervention register in the RTOManager, which will outline the strategies to be adopted and the support services that the student can access to assist with improving their academic performance and, progress review dates. Typically the Intervention Plan is in place for a term.
- If the student is identified as 'at risk' of making unsatisfactory progress or is making unsatisfactory progress before the end of the study period, an intervention strategy will be implemented as early as practicable.
- Intervention strategies may include the following:
  - advising the student of available study skills workshops, time management skills, academic counselling, English language support or other support the College offers
  - requiring the student to meet regularly with a trainer to review their progress before the end of the current study period or during the next study period

- requiring the student to submit assessments or complete assessments within a certain timeframe
- requiring the student to attend a minimum percentage of classes, which may include make-up classes
- referring the student to other support services that may be relevant, e.g. counselling for personal issues, appropriate medical services, housing services, financial counselling services, etc.
- considering a period of deferment or temporary suspension of studies
- providing a mentor or study buddy
- requiring the student to undertake additional training or to re-enrol in English language training. This may require the award course to be suspended to attend the required number of English classes.

- It is the student's responsibility to follow through on any assistance offered and to maintain contact with the nominated staff member/s identified to provide assistance.

Intention to report will be sent to the students if they fail to achieve competency in 50% of their enrolled Units of competencies in the previous academic term, and they are already on warning 2. All students' communication and intervention are recorded in RTO Manager on Student's Register for Intervention

Consistent with the Complaints and Appeals Policy – Students can appeal against the College's decision to report them for unsatisfactory course progress if there is evidence to support their situation. Students who come to appeal will use the Complaints & Appeals Form, available on the GBC website. Students will fill in the above form completely and provide sufficient evidence to prove their circumstances.

## *If Appeal is Successful:*

If the student appeal is accepted, the Student Support team will use the Risk Agreement Form, which provides tentative dates to complete the Units of competencies where the student has received the NYC results. Students who signed the Risk Agreement Form may be required to undergo academic counseling sessions.

## *Student at Risk Agreement*

During the academic counseling sessions, George Brown College and the student will determine what additional support will be provided to the student. This may include, but is not limited to, the student:

- Attending special study groups.
- Attending at least a specified number of scheduled classes during a specified period.
- Receiving individual case management.
- Attending counseling.
- Receiving assistance with personal issues that are influencing progress.
- Receiving mentoring; or
- A combination of the above.

**During the academic counseling sessions, the student will also be advised:**

- On the suitability of the course in which they are enrolled.
- Of opportunities to demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency.
- Of the possibility that conditions may be placed on their enrolment and that continued unsatisfactory course progress in two consecutive terms of study could lead to their enrolment being terminated, resulting in a report to DHA which may result in the cancellation of their student visa.

A record of the academic counseling sessions and academic plan, recommended actions, offered support and any related fee is recorded on the Student at Risk Agreement Form. Student Services Team and student sign on the 'Student at Risk Agreement Form'. Details about the agreement and the meetings are recorded in the student intervention register in RTO Manager, and the risk agreement is scanned in the student folder. GBC Student Services Team will thereafter monitor student progress as per the student intervention plan.

## *Extension of course duration*

It is acknowledged that students may not always be able to complete their course within the standard duration; therefore, there is some flexibility to allow for extensions in a limited range of circumstances.

The duration of the student's study may only be extended where the student will not complete the course within the expected duration, as specified on the student's eCoE, as the result of:

- Compassionate or compelling circumstances (e.g., 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)

- Implementing an 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.

Where there is a variation in the student's load that may affect the student's expected duration of study, this variation and the reasons for it must be recorded on the student's file. Student Services
Team will report the student via PRISMS and/or issue a new eCoE when the student can only account for the variation/s by extending their expected duration of study.

## *If the Student doesn't appeal:*

If the student has chosen not to access the complaints and appeals process within the allotted 20 working days, the student's enrolment will be formally terminated, and the Compliance Officer will report the student to the Department of Home Affairs (DHA) via the Provider Registration and International Student Management System (PRISMS).

***If the appeal is unsuccessful:***

After all complaints and appeals processes are finalised and the complaint has not been upheld, the student's enrolment will be formally terminated, and the Compliance Officer will report the student to the Department of Home Affairs (DHA) via the Provider Registration and International Student Management System (PRISMS).

An unsuccessful appeal outcome letter will be sent to the student. The student will be advised of having the option of going for an external appeal within 20 working days from the date of the unsuccessful appeal outcome letter.,

Overseas students may approach an external agent such as the Overseas Students Ombudsman (OSO) Ombudsman. Such approach may be made after the internal resolution process has been finalised and the overseas student is not happy with the outcome of the internal resolution.

OSO's service is free, and they do not charge for making a complaint.

Overseas Students Ombudsman (OSO)
In Australia: 1300 362 072
Outside Australia: +61 2 6276 0111
Online Complaint Form
OSO Factsheets for International Students
Frequently Asked Questions (FAQs)

If the Student does not appeal to the Ombudsman within 20 working days, the student will be reported to the

Department of Home Affairs (DHA) and will be advised to understand that this might affect their student visa and the student should contact the Department of Home Affairs (DHA) urgently.

## REPORTING TO DEPARTMENT OF HOME AFFAIRS (DHA)

- All students identified as failing to achieve satisfactory academic progress will be notified in writing via an Intention to Report letter.
- The Intention to Report letter provides formal notification to the student that the College intends to report their unsatisfactory academic progress to DHA.
- Students who maintain unsatisfactory progress in two (2) consecutive study periods will receive an Intention to Report Letter.
- Students who maintain unsatisfactory progress in two (2) study periods that aren't consecutive will not be reported unless they did not comply with the agreed intervention strategy.
- The College will only report overseas students for unsatisfactory course progress if:

- The overseas student has chosen not to access the internal and/or external appeals process within the allowed timeframe, or
- If an overseas student chose to access the internal and/or external complaints process, and the completed process decision or recommendation supports the College's decision, or
- The overseas student withdraws from the appeals process by formally notifying the College.

During the period for appealing and whilst the appeal is being considered, the student has the right to continue their studies in the course.

**Course Progress and Intervention Strategies**

| Step | Action | Responsible Person | Supporting Documents / Systems |
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| **1** | Monitor student course progress at end of each term by reviewing unit competency records. | Admin/Student Support Staff | Student Management System |
| **2** | Identify students who have not achieved 50% of units; initiate course progress intervention. | Student Services Team Leader / Compliance Officer | Training and Assessment Strategy, Intervention Plan |
| **3** | Monitor academic progress indicators throughout the study period to detect students 'at risk'. | Trainers/Admin Staff | Assessment Records, Class Participation Logs |
| **4** | Identify academic risks (e.g., low engagement, multiple resubmissions, English difficulties). | Trainers/Admin Staff | Formative Assessment Review, Student File |
| **5** | Issue Course Progress Warning Letter to students not meeting course progress requirements. | Compliance officer | Warning Letter, Student File |
| **6** | Meet with student to discuss warning and develop intervention strategy. | Student Services Team Leader / Compliance Officer | Intervention Register |
| **7** | Continue to monitor student's progress through remainder of current or next study period. | Student Services Team Leader / Compliance Officer | Progress Review Record |
| **8** | Cancel intervention strategy if student achieves >50% in following study period. | Student Services Team Leader / Compliance Officer | Competency Report, Student File |
| **9** | Issue Intention to Report Letter if student continues to | Compliance Officer | Intention to Report Letter, PRISMS |

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| | demonstrate unsatisfactory progress. | | |
| **10** | Develop and document a formal intervention strategy in consultation with the student. | Student Services Team Leader / Compliance Officer | Intervention Register on RTOManager |
| **11** | Include appropriate support strategies: academic counselling, English support, study skills. | Trainers/Support Staff | Intervention Register on RTOManager |
| **12** | Monitor compliance with strategy; warn student of risk if disengaging or non-compliant. | Student Services Team Leader / Compliance Officer | Progress Monitoring Log, Student File |
| **13** | Issue Intention to Report Letter if student fails to comply or disengages with strategy. | Compliance Officer | Intention to Report Documentation |

### 6.4 Student Appeals

| Step | Action | Responsible Person | Supporting Documents / Systems |
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| **1** | Student lodges internal appeal within 28 days of decision notice (e.g., attendance, course duration, academic progress, Intention to Report). | Student | Internal Appeals Form |
| **2** | Provide appeal form via reception or website and confirm receipt of appeal submission. | Student Support Staff / Admin Manager | Internal Appeals Form, Email Record |
| **3** | Review appeal internally following College policy; allow student to present evidence. | Admin Manager or Designated Staff | Student File, Appeal Documentation |
| **4** | If student is dissatisfied with internal outcome, they may contact the Overseas Students Ombudsman (OSO). | Student | OSO Contact Details, Online Complaint Form |
| **5** | Support student to access external appeal options if requested. | Student Support Staff | OSO Factsheets, Contact Record |
| **6** | Maintain enrolment until all internal and external appeal avenues are exhausted. | Admin Manager / PRISMS Officer | Enrolment Records, PRISMS |

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| **7** | Notify student of outcome of appeal and confirm whether reporting will proceed. | Admin Manager | Appeal Outcome Notification |
| **8** | Only report student to DHA if they: did not access appeals, withdrew, or outcome supports College decision. | PRISMS Officer | Intention to Report Letter, PRISMS |

## 7. Policy Implementation

This policy will be made available to all staff members and stakeholders through the internal communication channel, the website and Student Handbook.

## 8. Review and Continuous Improvement

This Policy and Procedure will undergo an annual review, or sooner if required, to ensure it remains relevant and effective in guiding the operations and strategies or as needed to reflect any changes in the regulatory environment or operational practices.

Feedback will be collated and analysed and discussed at the monthly management meetings, for noting or action with any necessary changes documented in a Continuous Improvement Form and in the Continuous Improvement Register.

**Document Control**

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| Version number: | V1 for New Standards | Approved by: | PEO |
| Approval date: | 05/06/2025 | Review date: | 06/06/2026 |
| Standards: National Code Standard 8 and 11 | | | |
| Legislation: ESOS Act – section 19 | | | |

**Version Control**

| Version # | Changes | Approval By | Approval Date |
|---|---|---|---|
| 1.0 | Original Version | Preeti Singh | 05/06/2025 |