

COURSE PROGRESS MONITORING POLICY AND PROCEDURE

Purpose

This Policy and Procedure provides the framework for the monitoring of the Course Progress & attendance requirements of Students enrolled in a course at Australian Institute of Hospitality and Management (AIHM), as required under the Education Services for Overseas Students Act 2000, and contained in the National Code of Practice for Providers of Education and Training to Overseas Students, 2018 (National Code).

1. Related Documents

Complaints and Appeals Policy and Procedure
Refund and Cancellation Policy and Procedure
International Student Handbook
Trainer Guide
Intervention Invitation Letter
Intervention Strategy Form
Individual Training Plan
Student Statement Form
Intervention Policy and Procedure

2. Related Legislation

Education Services for Overseas Students (ESOS) Act 2000
National Code of Practice for Providers of Education and Training to Overseas Students 2018

3. Scope

3.1 This Policy and Procedure applies to:

- 3.1.1 The management of students enrolled and studying with AIHM, and
- 3.1.2 Staff and Trainers employed with or on behalf of AIHM.

4. Responsibility

- 5.1. The Supervisor Student Services at the AIHM has the overall responsibility for the management and monitoring of AIHM students' course progress and participation, and
- 5.2. The AIHM Supervisor Student Services has been delegated with the responsibility for overseeing the operational management of the AIHM strategies and practices for the monitoring of student course progress and the AIHM intervention strategies and practice, and
- 5.3. The AIHM Supervisor Student Services is delegated with the responsibilities for overseeing and managing the daily operations and practices of AIHM students' services staff in administering AIHM student's progress and intervention strategies in accordance with the current AIHM's Policies and Procedures.

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5. Definitions

CoE	Confirmation of Enrolment. A CoE is required to be issued to all International students wishing to study in Australia on a Student Study Visa.
Compassionate or Compelling Circumstances	Circumstances generally beyond the control of the student which will affect the student's course progress or wellbeing.
DoHA	The Department of Home Affairs, which includes responsibility for immigration matters.
ESOS Act	The Education Services for Overseas Students Act 2000. Commonwealth of Australia Legislation.
Intervention Strategy	<p>A plan to assist students who have been identified as being at risk of not completing their course of study in the registered duration allocated for them to complete their studies, and:</p> <ul style="list-style-type: none"> • Is designed to assist a student in managing their studies successfully and maintaining satisfactory course progress; • can consist of various components depending upon a student's individual circumstances, needs and willingness to engage with the strategy; • aims to assist identified students get their studies on track and complete within the registered duration of the course or provide useful strategies to assist the student in developing a new and more appropriate study plan to complete their program.
International Student	A student studying in Australia on a student study visa.
National Code 2018	The National Code of Practice for Providers of Education and Training to Overseas Students 2018, established pursuant to Part 4 of the ESOS Act 2000.
Principal Course	The principal course refers to the main course of study to be undertaken by the International student where a student visa has been issued. The principal course of study is typically the final course of study where the international student is granted a student visa to study multiple courses in Australia.
PRISMS	Provider Registration and International Students Management System: The Australian Government database that provides Australian education providers with Confirmation of Enrolment facilities required for compliance with the ESOS Act 2000.
Risk of Unsatisfactory Course Progress	A student is considered "at risk" of unsatisfactory course progress when the student has failed to maintain satisfactory course progress for the first time.
Satisfactory Course Progress	Students must complete each unit of competency required for their course of study within a specified scheduled timeframe.
Unsatisfactory Course Progress	The continued failure to successfully complete or demonstrate competency in at least 50% or more of their scheduled unit/s of competence or scheduled assessment requirements for each course study Term (each Term = 10 weeks).

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6. Policy Provisions

- 7.1. This policy details the requirements of Satisfactory Course Progress and the process for the monitoring each student's Course Progress, and the actions required where students are identified as being at risk of and/or having Unsatisfactory Course Progress.
- 7.2. The National Code requires providers to have documented policies and processes for monitoring and assessing International student's course progress & participation including:
- 7.2.1. requirements for achieving satisfactory course progress, including policies that promote and uphold
 - 7.2.2. the academic integrity of the registered course and meet the training package requirements where applicable
 - 7.2.3. processes to address misconduct and allegations of misconduct.
 - 7.2.4. processes for recording and assessing course progress requirements.
 - 7.2.5. processes for recording course participation of minimum 20 scheduled contact hours per week.
 - 7.2.6. processes to identify overseas students at risk of unsatisfactory course progress
 - 7.2.7. details of the registered provider's intervention strategy to assist overseas students at risk of unsatisfactory course progress.
 - 7.2.8. processes for determining the point at which the overseas student has failed to meet satisfactory course progress.
- 7.3. Where the provider has assessed a student as not meeting satisfactory course progress requirements, the provider must issue the student a written notice as soon as practicable which:
- 7.3.1. notifies the student that the provider intends to report the student for unsatisfactory course progress
 - 7.3.2. informs the student of the reasons for the intention to report and advises the student of their right to access the providers complaints and appeals process within 20 working days.
- 7.4. Course Progress
- SATISFACTORY COURSE PROGRESS** is achieved when:
- 7.4.1. A student has successfully achieved more than 50% of their scheduled units of competence or scheduled assessment activities during each study period (study period = 1 Term/10 weeks).
- UNSATISFACTORY COURSE PROGRESS** is when:
- 7.4.2. A student has NOT successfully achieved more than 50% of their scheduled units of competence or scheduled assessment activities in two (2) or more study periods (study period = 1 Term/10 weeks).
- 7.5. This includes where a student has a Not Yet Competent or Did Not Attend Result and/or a Not Satisfactory or Did Not Submit assessment outcome for one or more assessments due.
- 6.6 Monitoring Course Progress
- Within four (weeks) from the end of each Study Period (Term/10 weeks), student scheduled assessment results and/or outcomes for the preceding study period are to be reviewed with action taken as follows:
- 7.6.1. Where a student is identified as NOT having successfully achieved more than 50% of their scheduled assessment results and/or outcomes, in the FIRST instance - will require the AIHM's Intervention Strategy to be implemented, and

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7.6.2. Where a student is identified as NOT having successfully achieved more than 50% of their scheduled assessment results and/or outcomes, in two (2) or more study periods – is to be issued with a Notice of Intent to Report for unsatisfactory course progress.

6.7 Intervention Strategy

An Intervention Strategy is a written and agreed individual plan developed by a Student Services Officer in conjunction with relevant AIHM Trainer/s and in consultation with the student. It provides details of specific assistance and/or advice provided to the student in order to rectify the issues preventing the student from achieving their satisfactory course progress requirements. Refer to the AIHM's Intervention Strategy Form.

6.8 Complaints and Appeals Process

Where a student is identified as having Unsatisfactory Course Progress and AIHM has issued the student with a Notice of Intention to Report, the Notice is to advise the student of their having an opportunity to access the AIHM's Complaints and Appeals Process.

6.9 Information Available

AIHM provides information to students on its Student Course Progress Policy in the International Student Handbook, the Students Letter of Offer and Student Acceptance Agreement.

7. Policy Information

Authorised Officer	CEO
Supporting documents, procedures & forms of this policy	International Student Handbook Trainer Guide How to Guide: Competency Record Forms Intervention Invitation Notice of Intention to Report Intervention Strategy Form Individual Training Plan Template: Course Intake Overview Form Intervention Policy and Procedure
Related Legislation and Codes of Practice	Education Services for Overseas Students Act 2000 National Code, Standard 8
Audience	Public

8. Procedure

8.1 Recording of Assessment Outcomes

Responsibilities:

9.1.1 The Supervisor Student Services is responsible for overseeing and managing these procedures and to ensure the staff and trainers are recording and maintaining all student outcomes attained within the Student Management System.

9.1.2 AIHM's Trainers are required to submit a course Class Attendance Sheet = CAS within TWO (2) weeks of each unit of competency end date.

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9.2 Course Progress and Outcomes Reporting

9.2.1 The Supervisor Student Services is responsible for ensuring regular Course Progress Monitoring Reports are generated and distributed to relevant key internal stakeholders and staff in order to ensure students' progress and participation is being monitored and managed effectively. Reports produced must align with the dates of each course intake.

9.2.2 Student Services Staff are required to generating the AIHM's Course Progress Monitoring Report using the following procedure.

9.3 Producing a Course Progress Monitoring Report

Step No	Task/Activity	Responsible Person
1	<ul style="list-style-type: none"> Generate the required Course Progress Monitoring Reports within the RTO SMS. Reports should align to the dates of each course intake. 	Supervisor, Student Services
2	<ul style="list-style-type: none"> Review the report as at the end of the study period – specifically, the following details for each student listed: <ul style="list-style-type: none"> – The total number of assessment activities OR Units scheduled to be completed in the study period – The number of scheduled assessments or units not successfully attained, – The percentage of scheduled assessments or units satisfactorily attained by each student during the study period, and – The actual percentage of assessments or units that the student has successfully completed in the Study Period 	Supervisor, Student Services
3	<ul style="list-style-type: none"> Clearly identify each student with a reported percentage for scheduled assessments OR units successfully attained - of LESS than 50%. 	Supervisor, Student Services
4	<ul style="list-style-type: none"> Prepare a Course Progress Monitoring Report that only shows those students identified with a percentage for scheduled assessments OR units successfully attained - of LESS than 50%. This report identifies students who are “At Risk” of “Unsatisfactory Progress” and must also include the following information: <ul style="list-style-type: none"> – Each Student ID No, – Each Student Name, – Course Code, – The Start and End Date of the Study Period (TERM), and – The Actual Percentage EACH student has successfully attained the scheduled Assessments OR Units within the Study Period (which was identified as being Less than 50%). 	Supervisor, Student Services
5	<ul style="list-style-type: none"> Email this Course Progress Monitoring Report (Students At risk) to the following internal stakeholders for their information and/or further action/s: <ul style="list-style-type: none"> – Student Services Officer (Student Monitoring/ Intervention) – Each relevant Trainer, and – CEO 	Supervisor, Student Services
6	<ul style="list-style-type: none"> This Course Progress Monitoring Report must be sent to the internal stakeholders within One (1) week after the end date of the relevant Study Period (Term). 	Supervisor, Student Services

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9.4 Students “At Risk”

Student Intervention and Notice of Intent to Report

9.4.1. On receipt of the Course Progress Monitoring Report (Identifying Students “At Risk” of Unsatisfactory Progress”) - The Student Services Officer responsible for Student Monitoring and Interventions is required to complete the following tasks and activities:

9.5 Process for Students Identified as “At Risk” of “Unsatisfactory Course Progress”

Step No	Task/Activity	Responsible Person
1	Analyse the content of the Course Progress Monitoring Report received identifying those students who are “At Risk” of Unsatisfactory Course Progress.	Student Services Officer
2	<p>With consideration and reference to Standard 8 of the National Code 2018, and the relevant Policies and Procedures - Determine the most appropriate action to be taken from those listed below for each student listed within the report:</p> <p>Option 1 - INTERVENTION: Issue the student with a Warning: At Risk of Unsatisfactory Course Progress/ Intervention Request.</p> <p>NOTE: This Warning is to be sent to the students via the student nominated email address on AIHM’s SMS. This Warning letter is to include an invitation request for the student to attend a meeting with the Students Services Officer to discuss the students current unsatisfactory progress results, poor participation (if applicable), and possible support needs of the student in order to negotiate and develop an appropriate and effective Intervention Plan and/or Individual Student Study Plan if/where applicable.</p> <p>Prior to meeting with the student, the Student Services Officer is to consult with the relevant trainer/s and seek their support in participating in the scheduled intervention meeting with the student, review the students record for past notes, support needs and other relevant documentation.</p> <p>The scheduled meeting is to be coordinated by the Student Services Officer, and be conducted between: The Student Services Officer, the Student and the relevant trainer. Note: The Student is entitled to bring a nominated support person to be present at the meeting.</p> <p>Option 2 - NOTICE OF INTENT TO REPORT (NOR): Issue the student with a Notice of Intention to Report – Unsatisfactory Course Progress.</p> <p>NOTE: This Notice is to be sent to the students via the Student Services email – to the student’s official student email address.</p>	Student Services Officer

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	<p>This Notice informs the student that they are on notice to be reported due to their having “Unsatisfactory Course Progress”.</p> <p>Students should only be issued with a NOR in circumstances where the Student has been identified as having “Unsatisfactory Course Progress in TWO (2) separate study periods (Terms).</p>	
3	Once the appropriate action option (from the above) has been determined, The Student Services Officer is to generate the relevant Warning or Notice for each student/s, then email it to the students email address.	Student Services Officer
4	The Student Services Officer is to ensure they record the details of each scheduled student intervention meeting date in the SMS, and the dates for Intervention Meetings and NOR are recorded in the relevant calendars to ensure follow up action.	Student Services Officer

9.6 Course Progress

9.6.1 Trainers are required to email the Student Services Officers a copy of each weeks completed Student “Class Attendance Sheet” (CAS) (submitted on each Monday for previous week) which contains daily details of the attendance for each student allocated to each class of study.

9.6.2 On receipt of the completed daily CAS for each scheduled class – showing the allocated students attendance/non-attendance for their scheduled class/es of study. The Student Services Officers are responsible for contacting each student identified in the trainers completed weekly CAS as having poor or no attendance in their scheduled classes - via the Students Services email.

9.7 Process for Monitoring and Managing Course Progress

Step No	Task/Activity	Responsible Person
1	<p>Student Services Officer identifies student requiring an intervention strategy. This can be via:</p> <ul style="list-style-type: none"> • Student Attendance Monitoring Report – Student with less than 60% attendance over 1 study period. • Course Progress Monitoring Report – Students who have been deemed NYC/Not Pass or DNS/DNA (by not submitting the required assessments) for more than 50% of the units studied during one study period. • Student Observation Record - completed by AIHM’s Staff member, detailing concerns they have about the student/s. 	Student Services Officer
2	Prepare the Intervention Invitation Letter via Email for the student/s identified.	Student Services Officer
3	Record all appointment times with student name and number in Google calendar, inviting AIHM staff members are required. Details of appointments should be recorded in the RTO SMS for each student.	Student Services Officer

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4	Meet with student/s and record details discussed on the Intervention Strategy Form or Incident Report Form as appropriate.	Student Services Officer
5	Prepare letter outlining agreed intervention strategy for student. This must be done within five (5) working days of meeting, include appointment to review how the strategy is going with the student.	Student Services Officer
6	Record details of agreed 'strategies' in the RTO SMS, and file copy of the intervention strategy plan on the student file	Student Services Officer
7	Co-ordinate the processes required to fulfil the requirements of the intervention strategy.	Student Services Officer

9.8 Monitoring Course Progress

9.8.1 At the end of each study period, AIHM's Student Services Officers monitor each student's course progress via the Student Management System.

9.8.1 Student Services Officer will identify students who have unsatisfactory progress and require an Early Intention Strategy. This can be via:

9.8.1.1 Course Progress Monitoring Report – where a student is at risk of unsatisfactory course progress (for example, the student has not completed the assigned course level within the first 15-week term); or

9.8.1.2 Student Observation Record/Email - Completed by AIHM staff member, detailing concerns they have about student/s.

9.8.2 The Student Services Officer will compare the highlighted students to the previous study period's Course Progress Monitoring Report and determine if the student is:

9.8.2.1 Subject to report – the student was deemed at risk during a previous study period and was placed on an intervention strategy; or

9.8.2.2 At risk – the student is not on an intervention strategy and at risk of unsatisfactory course progress.

9.8.3 Based on the review of the Course Progress Monitoring Report, the Student Services Officer will record in the Action Required Column the required action to be undertaken for each student. These options are:

9.8.3.1 implementing an intervention strategy; or

9.8.3.2 Issuing a Notice of Intention to Report (Unsatisfactory Course Progress) Letter.
Implementing an Intervention for Students

9.8.4 Issue the Warning: At Risk of Unsatisfactory Course Progress/ Intervention Invitation_ Course Progress letter. This letter invites students to attend a meeting at AIHM to discuss their course progress and prepare an Intervention Strategy Form.

9.8.5 Record all appointment times with student name and number in Google calendar, inviting AIHM's staff members, as required. Details of appointments should be recorded in the Student Management System for each student.

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- 9.8.6 Meet with student/s and record details discussed on the Intervention Strategy Form or Incident Report Form, as appropriate.
- 9.8.7 Prepare the letter outlining the agreed Early Intervention Strategy for the student. This must be done within 5 days of meeting and include an appointment to review how the strategy is working for the student.
- 9.8.8 Record details of the agreed strategy in the Student Management System and file a copy of the Early Intervention Strategy in the student's file.
- 9.8.9 Co-ordinate the processes required to fulfil the requirements of the Intervention Strategy.
- 9.8.10 Where a student who is uncontactable or refuses to accept a proposed intervention strategy, a formal record of this will be made on the Student Management System. Issuing a Notice of Intention to Report (Unsatisfactory Course Progress) Letter
- 9.8.11 Students are issued a NOR for Unsatisfactory Course Progress following the monitoring of course progress completed by Student Services via the Student Management System. The NOR template informs the student of their right to access AIHM's complaints and appeals process within 20 working days and provides reference to AIHM's Complaints and Appeals Policy and corresponding procedure.
- 9.8.12 Student Services are required to set a calendar reminder as follows:
 - 9.8.12.1 Invite support@aihm.au to accept the calendar reminder.
 - 9.8.12.2 Apply the due date of 20 working days from the date of NOR issue (taking into account weekends and public holidays); and
 - 9.8.12.3 List all students on the calendar invite that have received a NOR during this specific Progress Monitoring.
- 9.8.13 The Supervisor, Student Services is required to accept the calendar invite into the Supervisor, Student Services calendar. When the due date is reached on the calendar invite, the Supervisor, Student Services must email the Student Services Staff to request an outcome on all students listed on the NOR calendar reminder. Cancelling a Student's Enrolment and CoE for Unsatisfactory Progress
- 9.8.14 AIHM's Supervisor, Student Services monitors the cancellation of students following the issuance of a Notice of Intention to Report (NOR) for Unsatisfactory Course Progress. The following processes must be actioned.
- 9.8.15 Student Services must only proceed with the cancellation of each applicable student's confirmation of enrolment (CoE) via PRISMS where:
 - 9.8.15.1 the student has not submitted an appeal of the NOR
 - 9.8.15.2 the appeal was unsuccessful and the student has not accessed the external appeals process;
 - or
 - 9.8.15.3 the student has withdrawn from the internal or external appeals process and notified AIHM in writing.

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- 9.8.16 Student Services are to provide written notification of the cancelled CoE and notify the student to seek advice from DoHA on the potential impact of their student visa.
- 9.8.17 Student Services are required to submit a Record of Outcomes for all students listed in this progress monitoring that have received a NOR to the Supervisor, Student Services email address. This must include a confirmation of all students cancelled, if applicable.

9.9 Extending Course Duration

- 9.9.1 AIHM may choose to extend a student's course duration in the following situations:
 - 9.9.1.1 It is assessed that compassionate or compelling circumstances exist. Evidence must exist to support this decision;
 - 9.9.1.2 If AIHM has implemented or is in the process of implementing an Intervention Strategy for an overseas student who is at risk of not meeting satisfactory course progress;
 - 9.9.1.3 An overseas student has an approved deferral/suspension of their enrolment.
- 9.9.2 If AIHM extends the duration of an overseas student's enrolment, students must be advised they need to visit the Department of Home Affairs (DoHA) website to seek advice on any potential impacts on their visa.

9.10 Extended Durations in Limited Circumstances

- 9.10.1 Where identified an enrolment needs to be extending, as per criteria covered in this policy, the following procedure will apply:
 - 9.10.1.1 Student Services Officer will invite the student to a meeting and/or provide the student with the course variation form and assist in the completion thereof.
 - 9.10.1.2 Student must be informed about the possible implications, such as:
 - 9.10.1.2.1 Effects on visa status
 - 9.10.1.2.2 Confirmation of Enrolment (CoE)
 - 9.10.1.2.3 Course schedule and the possible effects on both academic performance and participation.
 - 9.10.1.2.4 Extending course beyond visa expiry date: If the approval of the application of course variation leads to the course extending past the student's visa expiry date, then the student must be made aware that any additional costs incurred for a new student visa will be borne by the student.
 - 9.10.1.2.5 Completing course prior to expected completion date: If the course variations leads to the student finishing his/her studies prior to the expected completion date, the student must be made aware that their student visa will expire 28 days after the course has been completed. AIHM will advise students to seek DoHA advice in regard to their visa.
- 9.10.2 All tasks on the Course Variation Form, task checklist is actioned within designed timeframes completed and relevant notices are sent to the students
- 9.10.3 All changes to a student's course duration are reported to DoHA, via PRISMS within designed timeframes

9.11 Course Extension Requests

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- 9.11.1 Any AIHM student who wishes to request a course extension must provide the following:
 - 9.11.1.1 A Course Variation Application Form; and
 - 9.11.1.2 Evidence to demonstrate the student meets one of the requirements specified in the Deferral, Withdrawal and Course Extension Policy.

- 9.11.2 Once the complete request has been received, the Student Services Team will assess the course extension request within 14 working days.

- 9.11.3 If the course extension request has been approved, the Student Services Team will:
 - 9.11.3.1 Issue the student an extended CoE for the expected duration of study; and
 - 9.11.3.2 Notify the student to contact DHA to seek advice on whether a new visa is required.

- 9.11.4 The Student Services Team will record the following information on AIHM's Student Management System:
 - 9.11.4.1 The application for course extension,
 - 9.11.4.2 The assessment of the course extension request,
 - 9.11.4.3 All supporting documentation provided by the student (where applicable),
 - 9.11.4.4 The decision of the extension request, and
 - 9.11.4.5 The notification to the student. Refused Course Extension Requests

- 9.11.5 If AIHM refuses the course extension request, the Student Services Team will:
 - 9.11.5.1 Issue a written response to the student outlining the reasons for the refusal; and
 - 9.11.5.2 Inform the student of their right to appeal the decision within 20 working days, as per Student Complaints and Appeals Policy and Procedure.

- 9.11.6 The Student Services Team will record the following information on AIHM's Student Management System:
 - 9.11.6.1 The application for course extension,
 - 9.11.6.2 The assessment of the course extension request,
 - 9.11.6.3 All supporting documentation provided by the student (where applicable),
 - 9.11.6.4 The decision of the extension request, and
 - 9.11.6.5 The notification to the student.

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Revision History

Version	Creation/ Revision Date	Comments	Created/ Revised By
1.0	May 23	Draft Policy and Procedure finalised and approved	CEO
2.0	May 24	Review and update: added RTO and CRICOS Code, removed Newberry as RTO SMS, format review	CEO
3.0	05 Feb 25	Added new logo, minor updates and reviews	CEO