



1. Purpose

To ensure RTO systematically monitors the academic progress of all international students and proactively intervenes to support those at risk of not meeting course progress requirements, in full compliance with Standard 8 of the National Code 2018.

2. Scope

This policy applies to:

- All international students studying on a Student Visa or Other Visa (No Study Limit)
- Trainers, Assessors, Student Support Officers, Academic and Compliance Teams

3. Definitions

Term	Definition
Course Progress	A student's advancement within a course toward the completion of qualification outcomes.
Study Period	Defined as a 6-month block, but progress is reviewed quarterly (every 3 months) for early intervention.
Satisfactory Progress	Student is assessed as competent in at least 50% of units undertaken in a study period.
At Risk	Student has been assessed as Not Yet Competent (NYC) in 50% or more of enrolled units at any quarterly checkpoint.
PRISMS	Provider Registration and International Student Management System used for visa compliance reporting.
RTO	In this policy, the term 'RTO' (Registered Training Organisation) refers to Australian Vocational Education Pty Ltd T/A Grandford College Australia (RTO Code: 46358, CRICOS Code: 04343M), except where otherwise stated in legislative references.

4. Legislative References

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

5. Policy Statement

RTO is committed to ensuring that all international students have the opportunity and support to achieve satisfactory course progress and complete their qualification within the expected duration, as recorded on their Confirmation of



Enrolment (CoE). This policy has been developed in accordance with Standard 8 of the National Code 2018, which outlines the requirements for monitoring course progress and managing student performance.

In compliance with Standard 8, RTO will:

Monitor Academic Progress (Clauses 8.1 – 8.2, 8.4, 8.14)

- Monitor each student's course progress systematically and regularly, including quarterly internal reviews and formal six-monthly assessments.
- Ensure that the student is in a position to complete their course within the expected CRICOS-registered duration.
- Require trainers and assessors to record and report unit outcomes in a timely manner to support accurate progress tracking.
- Maintain documented processes to identify, notify, and support students who are at risk of not meeting academic requirements.

Define and Apply Satisfactory Course Progress (Clause 8.3, 8.15–8.16)

- Define satisfactory course progress as the successful completion of at least 50% of units in each study period.
- Consider a student "at risk" if they have Not Yet Competent (NYC) outcomes in 50% or more units in a quarterly review or at the conclusion of a study period.
- Apply consistent criteria to assess whether students meet this minimum threshold.

Implement Intervention Strategies (Clauses 8.4–8.5, 8.17–8.19)

- Proactively identify and intervene with students at risk of not meeting course progress requirements through:
 - Written notification and invitation to an intervention meeting.
 - Development of a tailored Individual Intervention Plan, including academic, language, and personal support measures.
- Monitor students under intervention strategies on a regular basis and review their progress towards improvement.

Report Unsatisfactory Progress (Clauses 8.5, 8.20–8.21)

- Issue a Notice of Intention to Report (NOIR) to students who fail to meet course progress over two consecutive study periods.
- Include in the notice:
 - The reasons for the intention to report;
 - The student's right to access the Complaints and Appeals process within 20 working days.
- Only report students in PRISMS if:
 - The student does not appeal within the allowed time;
 - The appeal process is completed and supports the RTO's decision;
 - The student withdraws from the process.

Limitations on Online or Distance Study (Clause 8.9)

- Ensure that no more than one-third of the total course is studied by distance or online delivery.
- Require that, in each compulsory study period, students are enrolled in at least one unit that is not online or distance-based, unless the student is completing their final unit.

Extensions and Course Duration (Clause 8.16)

- Allow extensions to a student's course duration only in the following circumstances:
 - Compassionate or compelling reasons (with documentary evidence);
 - A documented intervention strategy is in place;
 - An approved suspension or deferment has been granted.
- Report any course duration variation in PRISMS and retain supporting evidence on the student's file.

Visa Compliance and Student Advice (Clause 8.22)



- Where a student's enrolment is extended, advise them to contact the Department of Home Affairs to determine whether a new visa is required.
- Maintain open communication and written advice to students on visa implications, reporting responsibilities, and appeal rights.

6. Procedure – Step-by-Step

Step	Action	Responsibility	Details / Notes
1	Record Unit Outcomes	Trainer / Assessor	Trainers assess and enter results into the Student Management System (SMS) after each unit.
2	Monthly progress review	Trainer / Assessor + Student support	The trainer must notify Student Support if a student is not submitting assessments or has received an NYC (Not Yet Competent) outcome for any unit. Student Support will then send a follow-up email to the student to ensure early intervention.
3	Quarterly Progress Review	Admin + Student Support Officer (SSO)	At the end of each quarter, student progress is reviewed to identify students who have <50% competence.
4	Identify At-Risk Students	SSO / Admin Officer	Students who have NYC results in ≥50% of attempted units are flagged as "At Risk."
5	Issue First Warning Letter	SSO / Admin Officer	Written notification sent, advising of academic concern and requesting the student attend an intervention meeting.
6	Schedule Intervention Meeting	SSO / Admin Officer	Meeting scheduled within 7 days of First Warning. Written record to be kept.



Step	Action	Responsibility	Notes
7	Conduct Intervention Meeting	SSO / Compliance Manager / Academic Coordinator	Identify reasons for poor progress, develop and document Individual Intervention Plan (IIP) with the student. May include: <ul style="list-style-type: none"> • Extra classes or tutoring • LLND or English support • Modified timetable • Counselling referral
8	Monitor Progress Under Intervention	Trainer / SSO / Admin	Student's performance reviewed fortnightly or monthly. Records updated in SMS. Adjust support as needed.
9	Issue Second Warning (if no engagement)	SSO / Admin / Compliance Manager	If the student fails to attend the intervention meeting or refuses to engage, a Second Warning Letter is issued within 7 days.
10	Schedule Intervention Meeting	SSO / Admin	Meeting scheduled within 7 days of Second Warning. Written record to be kept.
11	Conduct Intervention Meeting	SSO / Compliance Manager / Academic Coordinator	Identify reasons for poor progress, develop and document Individual Intervention Plan (IIP) with the student. May include: <ul style="list-style-type: none"> • Extra classes or tutoring • LLND or English support • Modified timetable • Counselling referral
12	Monitor Progress Under Intervention	Trainer / SSO / Admin	Student's performance reviewed fortnightly or monthly. Records updated in SMS. Adjust support as needed.



Step	Action	Responsibility	Notes
13	Review End-of-Study Period Results	SSO / Compliance Manager / CEO	If, at the end of the Study Period, student is still NYC in \geq 50% of units for two consecutive study periods, move to reporting stage.
14	Issue Notice of Intention to Report (NOIR)	SSO / Compliance Manager	Written notice outlines intention to report, reason for report, and the student's right to appeal within 20 working days.
15	Complaints and Appeals Process	Student / Admin Officer	If student appeals, pause reporting process and await outcome. Maintain full records.
16	Finalise Reporting in PRISMS	SSO / Admin Officer	If no appeal or appeal is unsuccessful, student is reported in PRISMS for unsatisfactory course progress.
17	Advise Student on Visa Impacts	SSO / Admin Officer	Student is advised in writing to contact Department of Home Affairs for visa implications.
18	Retain All Records	Admin Officer	Keep records of warnings, meetings, intervention plans, and correspondence for 2 years after student ceases enrolment.

Intervention Strategy Procedure

Once a student is identified as at risk, the following intervention strategy will be implemented:

Step 1 – Notification to the Student

- The student will be contacted in writing and/or in person to attend a formal meeting with the Academic Coordinator or Student Support Officer or Compliance Manager.
- A written notification will outline the concern regarding course progress and inform the student of their obligation to engage in the intervention process.

Step 2 – Initial Academic Review Meeting



- The student will attend a course progress review meeting to discuss academic performance, possible barriers to progress, and support options.
- An Individual Intervention Plan will be developed in consultation with the student. This may include one or more of the following strategies:
 - Attending additional tutorial or study support sessions
 - Participating in English language or LLND support classes
 - Receiving one-on-one mentoring or academic counselling
 - Being placed on a revised study timetable or reduced load
 - Resitting assessments or undertaking reassessment tasks
 - Referral to personal counselling or external support services

Step 3 – Monitoring and Follow-up

- The student's progress will be monitored on a fortnightly or monthly basis, depending on the severity of the academic concern.
- Additional review meetings will be conducted as required.
- All intervention actions and progress will be documented and retained on the student's file

Step 4 – Non-Compliance with Intervention

- If the student fails to comply with the intervention strategy or does not demonstrate improvement, the RTO may issue an Intent to Report for unsatisfactory course progress via PRISMS.
- The student will be informed in writing and provided with 20 working days to access the Complaints and Appeals process before any report is made to the Department of Home Affairs.

4. Record keeping

All documentation related to the intervention strategy, including the initial identification, communication with the student, meeting minutes, support plans, follow-ups, and outcomes will be recorded in the Student Management System and retained on the student's file for a minimum of two years from the date the student ceases to be an accepted student.