Course Progress Intervention Procedure

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Last review	1 October 2024
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Authority	Chief Executive Officer
Next review	1 October 2025
Related policies	▪ Attendance Policy ▪ Additional Support Policy
Related procedures	▪ Attendance Monitoring Procedure
Forms and supporting documents	▪ RTOM ▪ Warning Email Template ▪ ITR (Intention to Report) Email Template ▪ Final Notice Template ▪ PRISMS

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PURPOSE

The purpose of this Procedure is to ensure that students, especially international students, comply with the attendance requirements of the National Code 2018.

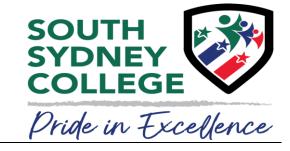Changes to this Procedure must only be made upon approval of the CEO

SCOPE

This Procedure applies to the training team and all South Sydney College staff responsible in developing, updating, and disseminating training materials ensuring that they adhere to all processes and practices outlined in this document.

PROCEDURES

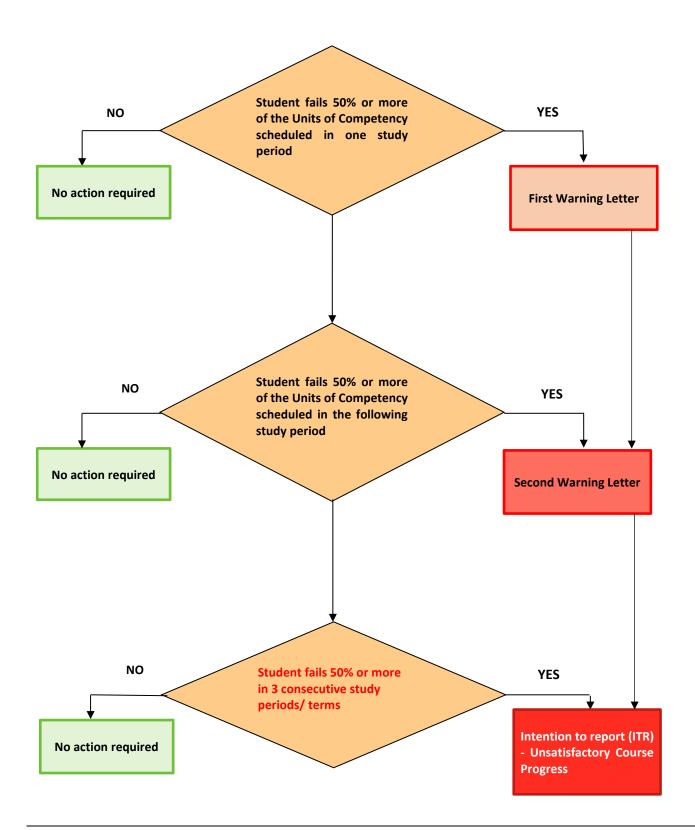### 1. Determining Course Progress and Warning Status

Person Responsible	Step	Resources / References
Trainer	Determine the number of units for the entire course the student is enrolled and determine the 50% and 80% mark. For example:	

Course	Number of Units	50%	80%*
BSB40120 - Certificate IV in Business	12	6	9
BSB50120 - Diploma of Business	12	6	9
BSB50820 - Diploma of Project Management	12	6	9
BSB60420 - Advanced Diploma of Leadership and Management	10	5	8
BSB60720 - Advanced Diploma of Program Management	12	6	9
ICT50220 - Diploma of Information Technology	20	10	16
ICT60220 - Advanced Diploma of Information Technology	16	8	12
AUR30620 - Certificate III in Light Vehicle Mechanical Technology	36	18	29
CHC52021 – Diploma of Community Services	20	10	16
BSB80120 – Graduate Diploma of Management (Learning)	8	4	7
RII60520 – Advance Diploma of Civil Construction Design	12	6	9
AUR30320 – Certificate III in Automotive Electrical Technology	32	16	26
AUR50216 – Diploma of Automotive Technology	12	6	9

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	AUR40216 - Certificate IV in Automotive Mechanical Diagnosis	10	5	8	
	SIT50422 Diploma of Hospitality Management	28	14	22	
Trainer	Based on the student's start date, determine the number of units that the student has completed. For example, if the student started in Term 2 and you are reporting for the end of Term 4, determine the number of units timetabled in Terms 2, 3 and 4. For the students with 26 weeks duration course, if the student started in Term 2 and you are reporting for the end of Term 3, determine the number of units timetabled in Terms 2 and 3.				
Trainer	Determine the number of units the student has successfully completed. Successful completion means a competent outcome for the unit.				
Trainer	Determine the course progress for the study period by following the formula below: Number of units with competent outcome (from step 3) ÷ Number of units completed to date (from step 2)				
Trainer	**Determine risk status (for courses over 26 weeks):** a) If the student's course progress is less than 50% for a study period, the student is considered at risk. (First Warning) b) If the student's course progress is less than 50% for a study period for the second time, the student is considered at risk. (Second Warning) c) If the student's course progress is less than 50% for a study period for the third time, the student is considered at risk. (Intention to Report) d) If the student has already completed 80% of the units but has not yet achieved competency in 50% of the units, the student is considered at risk. (Intention to Report) **Determine risk status (for 26 weeks duration course/s):** e) If the student's course progress is less than 50% in half of a study period, the student is considered at risk. (Intervention 1) f) If the student's course progress is less than 50% for a study period, the student is considered at risk. (First Warning) g) If the student's course progress is less than 50% in half of the following study period, the student is considered at risk. (Intervention 2) h) If the student's course progress is less than 50% in two consecutive study period, the student is considered at risk. (Intention to Report)				

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Student fails 50% or more of the Units of Competency scheduled in one study period

- NO → No action required
- YES → First Warning Letter

Student fails 50% or more of the Units of Competency scheduled in the following study period

- NO → No action required
- YES → Second Warning Letter

Student fails 50% or more in 3 consecutive study periods/ terms

- NO → No action required
- YES → Intention to report (ITR) - Unsatisfactory Course Progress

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Process Map (for 26 weeks duration course/s)

NO — No action required

Student fails 50% or more of the Units of Competency scheduled in half of a study period — YES — Intervention strategy 1

NO — No action required

Student fails 50% or more of the Units of Competency scheduled in one study period — YES — Warning Letter 1

NO — No action required

Student fails 50% or more of the Units of Competency scheduled in half of the following study period — YES — Intervention strategy 2

NO — No action required

Student fails 50% or more in 2 consecutive study periods/ terms — YES — Warning Letter 2 / Intention to report - Unsatisfactory Course

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***Determine Risk Status* (for courses over 26 weeks)**

Example 1: A course with 4 terms and 12 units:

Term	Number of units in a term	Units with Competent Outcome	Course progress	Risk Status	Action Required
1	3	1	1/3 or 33%	At risk [a]	1st warning
2	3	3	4/6 or 66%	Not at risk	Informal intervention
3	3	0	4/9 or 44%	At risk [b]	2nd warning
4	3	3	7/12 or 58%	Not at risk	Issue SOA to completed units

Example 2: A course with 4 terms and 12 units:

Term	Number of units in a term	Units with Competent Outcome	Course progress	Risk Status	Action Required
1	3	1	1/3 or 33%	At risk [a]	1st warning
2	3	1	2/6 or 33%	At risk [b]	2nd warning
3	3	1	3/9 or 33%	At risk [c]	Intention to report

Example 3: A course with 4 terms and 16 units:

Term	Number of units in a term	Units with Competent Outcome	Course progress	Risk Status	Action Required
1	4	2	2/4 or 50%	Not at risk	Informal Intervention
2	4	1	3/8 or 38%	At risk [a]	1st warning
3	4	1	4/12 or 33%	At risk [d]	Intention to report

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2. Course Progress Monitoring

Person Responsible	Step	Resources / References
Student Services Officer / Trainer	Provide students information about course progress requirements, and how to monitor their own course progress. This includes providing the student information about the implications to the student's enrolment if the course progress requirements are not met.	
Student Services Officer	Provide students their unit outlines and access to the learner portal, including information on how to check the timetable for each unit, the assessment tasks, and respective due dates for completion.	
Student Services Officer / Trainer	Record, assess and monitor the course progress of each student for each unit of the course for which the student is enrolled over each study period.	
Student	Keep track of their own course progress and ensure they comply with the course progress requirements. (Note: students can see their course progress status via the student portal.)	
Trainer	Updates the end of units results on RTOM.	RTOM
Trainer	Look after and review the students' course progress at the end of each unit and provide informal intervention to students who are at risk of not meeting the course progress requirements.	

3. Review of the course progress and decision to intervene

Person Responsible	Step	Resources / References
Student Services Officer	At the end of each study period, check the course progress data entered in the RTOM. Create a report highlighting students who are at risk of not meeting the course progress requirements for the study period.	
Student Services Manager	Send course progress report to the Principal at the end of each study period. The report must include information on students' course progress and intervention status, including the list of students to receive warning letters for the study period, for the Principal to approve.	
Principal	Consult with the trainer on status of at-risk students and agree on next course of action. Decide the most appropriate intervention.	
Principal	Send feedback to the Student Services Officer: - approval of warning letters for sending documentation of other course of actions implemented	
Student Services Officer	Upon the Principal's approval, send warning emails to at-risk students identified at the end of each study period. Use corresponding warning email templates.	Warning Email Template ITR Email Template Final Notice Email Template
Student Services Officer	Ensure RTOM is updated with records of all messaging, email, phone and letter contact and counselling provided to students.	

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4. Facilitating the intervention meeting

Person Responsible	Step	Resources / References
Student Services Officer	At the end of each study period, check the course progress data entered in the RTOM. Create a report highlighting students who are at risk of not meeting the course progress requirements for the study period.	
Student at risk	Must respond to the warning letter within two weeks of receipt and coordinate attendance to the intervention meeting.	
Student Services Officer	Schedule the intervention meeting between the Principal and student at risk. The intervention meeting must be scheduled as soon as practicable.	
Principal	Facilitate the intervention meeting. Discuss: - intervention strategies implications if the student fails to meet course progress requirements again in the next study period	
Student Services Officer	Add attendance and signed intervention strategy to the student file in RTOM.	RTOM

5. Reporting of students to Department of Education - Department of Home Affairs

Person Responsible	Step	Resources / References
Student Services Officer / Trainer	Sends student Intention to Report letter	
Student	Must respond within 20 working days to appeal against the Intention to Report	
Principal	Reviews the student's response, investigates, and makes the decision whether to proceed with reporting the student on PRISMS	PRISMS
Principal	Advise the Student Services Officer of the outcome of the appeal and finalise the decision to report or not report the student, i.e. if the Principal decides not to report the student due to a compassionate or compelling circumstances impacting the student's studies, relevant details and documentation must be provided as applicable.	
Student Services Officer	If advised by the Principal, notify the Secretary of Department of Education -DIBP through PRISMS of the student not achieving satisfactory course progress. Report the student through PRISMS within 5 days of finalising the decision to report. Otherwise, update student records with relevant details and documentation.	

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Date / Version no.	Revision details	Person Responsible	Status	Comments
15/05/2022 1.0	Initial development	A. Rotem	Archived	Creation date
16/05/2023 1.1	Compliance review	S Roy	Archived	
1/03/2024 1.2	Reviewed and added the course progress monitoring procedures for the students with 26 weeks duration course/s	S Roy	Archived	
1/08/2024 1.3	Compliance review	S Roy	Current	