



## Course Progress and Intervention Policy and Procedure

(Aligned to RTO Standards 2025)

### 1. Purpose of the policy:

The purpose of this policy is to ensure the Mid City College understanding and adherence to the relevant legislation directly and indirectly to ESOS Act (2000), Education for Overseas Students, and is linked to Standard 1 – Training and Assessment, Standard 2 – Learner Support and Engagement and Standard 4 – Governance and Administration of RTO Standards 2025, **ESOS Act 2000 / National Code 2018** obligations.

### 2. Scope:

This policy applies to:

- Mid City College Campuses
- Students
- Management Staff

### 3. Responsibilities:

- Student Support Officer
- Chief Executive Officer

### 4. Policy Statement:

Mid City College will ensure that all individuals who enter a Nationally Accredited Program have the appropriate skills and abilities they require to be successful in their studies. This policy is intended to provide a broad framework, and minimal requirements for determining admission to training courses and programs of Mid City College.

### 5. Requirements (Policy):

- 5.1. For vocational and technical education courses attendance is recorded and monitored as part of the course progress requirements and student behavior requirements.
- 5.2. In compliance with the Mid City College obligations, under the National Code 2025 the registered provider must have and implement documented policies and processes to identify, notify and assist an overseas student at risk of not meeting course progress or attendance requirements.
- 5.3. Students are required to complete their course within the expected duration of study as recorded on the CRICOS register unless there are exceptional circumstances.
- 5.4. At the time of initial enrolment each student will be furnished with a “training program” schedule which will identify the units required to be completed in each study period in order to complete the qualification within the normal duration as indicated on the CRICOS register.
- 5.5. Students who have unsatisfactory academic progress will be reported to the Department of Education and the Department of Home Affairs (DHA). Unsatisfactory academic performance is defined as failing more than 60% of units at any time study. Weekly monitoring is done for course progress in our Student management systems reports are generated.
- 5.6. Students who are “at risk” of not meeting satisfactory course progress requirements will be interviewed, counselled and will be placed on a course intervention strategy.
- 5.7. All causes of unsatisfactory progress or being “at risk” are to be considered, including academic causes and non-academic causes, such as personal issues.
- 5.8. The progress of each student is monitored and recorded daily (Class-roll and through Formative activities), these are assessed weekly against past and current attendance and progression data. Mid City College has an intervention strategy that identifies and assists

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students who are at risk of not making satisfactory course progress.

- 5.9. Where Mid City College has assessed the student as being "at risk" Mid City College will inform the student and implement an intervention strategy. Where Mid City College has assessed the student as not meeting satisfactory course progress, the institute will inform the student in writing of its intention to report to the student and that he or she is able to access the Mid City College complaints and appeals process within 20 working days.
- 5.10. If the appeals process is actioned, in the event Mid City College decision to report is upheld, Mid City College will notify the Department of Education and the Department of Home Affairs through PRISMS regarding the student not achieving satisfactory progress.

## 6. Definitions:

- Study period means one term of study (10 weeks).
- Being "at risk" of not meeting satisfactory course progress requirements occurs when a student:
  - Fails more than 60% of units in at any time.
  - During a study period falls behind the trainer's expected progress and is reported by the trainer to the CEO.
  - Is unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by the CEO in accordance with Mid City College Completion Within the Expected Duration procedure; or
  - Is absent for 5 consecutive days or in any other way has an attendance record that is detrimentally affecting the student's capacity to complete the assessment requirements for a unit. Prior approval or a medical certificate from a registered medical practitioner does not remove the "at risk" status, as prolonged absences for any reason place a student at risk of failure and are reported to the CEO.
  - Failing a unit means being assessed as "Not Yet Competent" for a completed unit.
  - Satisfactory progress means that students have **not** been identified as having failed more than 60% of units in two consecutive study periods. The CEO is responsible for the implementation and monitoring of the intervention strategy.
  - Event Date : **the actual calendar date when the student first failed to attend a scheduled class that contributed to them being at risk of not meeting course progress requirements.**

## 7. Method Intervention strategy – general requirements:

- 7.1. All students identified as being "at risk" (during the study period or at the end of the study period) of not meeting satisfactory course progress requirements will be required to meet the student support officer to attend a course counselling interview.
- 7.2. Failure to attend course counselling interview will result in sending a warning letter via email with a read receipt. The warning letter will be placed in the student's file.
- 7.3. If a student does not contact, Mid City College will contact the student's 'emergency contact and/or their agent after 5 working days from the date. The first warning letter will be issued within two days of no improvement; a second warning letter will be sent out followed by the intention to report (ITR). ITR letter will be sent within 3 working days from the date of the second warning letter.
- 7.4. At the meeting an intervention strategy will be negotiated with the student and will be recorded at the conclusion of the meeting and signed off by the student and the CEO. A written copy of the intervention strategy will be provided to the students and placed in their file.
- 7.5. The course counselling interview and weekly intervention meetings will be initiated by the CEO. However, appropriate personnel such as a Trainer may be called on to assist with the process.
- 7.6. The effectiveness of the intervention strategies must be judged during this process and amended if appropriate. This information must also be recorded and feedback provided of the

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students "at risk" of not meeting course progress requirements or who fail to participate fully in the intervention strategy developed by Mid City College. The students will be subject to the Student Behavior Code requirements which include the possibility of deferral, and suspension or cancellation of their enrolment. This information must also be recorded and feedback provided of the students change to. This information is recorded and provided of the student for their own record.

**7.7.** At the weekly intervention meetings, the following will be reviewed:

- Programs to address academic and non-academic issues.
- Student attendance.
- Student study timetable drawn up.
- The weekly academic involvement report from each subject trainer.
- Assessment outcomes.
- Any other matters relevant to progress.

**7.8.** Where a student on the intervention strategy requires more time to complete their qualification the current Confirmation of Enrolment must be cancelled, and a new Confirmation of Enrolment must be completed by the admission officer and lodged on PRISMS. The new Confirmation of Enrolment must indicate the revised completion date and the reasons for the revised date.

**7.9.** Students failing to comply with the terms of the agreed intervention strategy will be notified of this in writing and of the possible outcomes of this non-compliance. The written notification will be sent to the student within 5 working days of the student failing to comply with the terms of the agreed intervention strategy being identified by the Student Support officer. It will be at the discretion of Mid City College (based on information discussed and evidence provided) to decide whether to re-negotiate another intervention strategy with the student or notify the student of the CEO's intention to implement the Mid City College Reporting Procedure.

**Intervention strategy – during a study period**

**7.10.** During a study period every week student course progress and attendance will be continuously monitored by trainers.

**7.11.** Identification of students "at risk" will be accomplished by teachers completing the relevant section of Mid City College course progress record for the course each student is enrolled in. A student is identified as being "at risk" according to any of the criteria below. Class rolls will be checked daily.

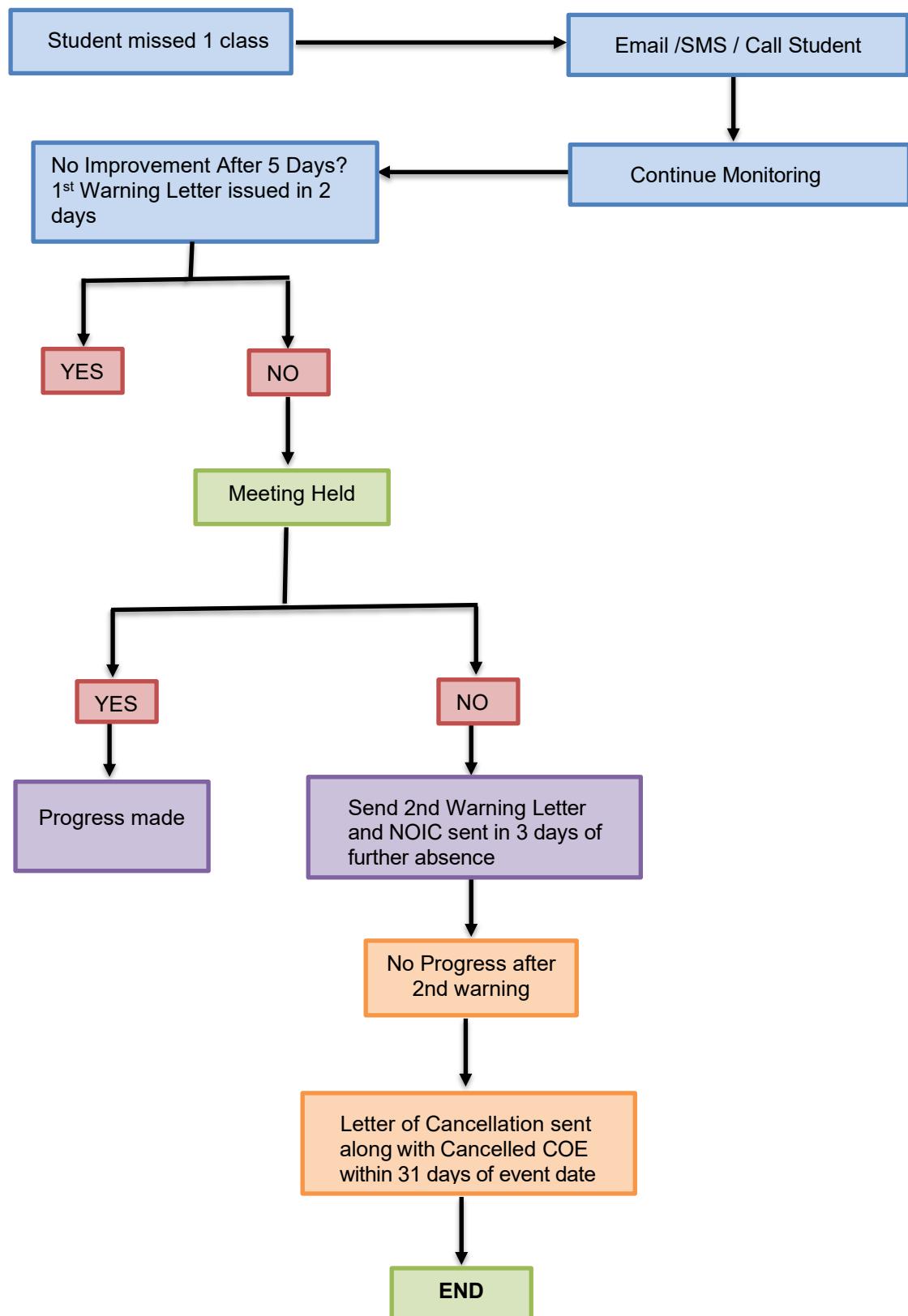
**7.12.** Students will be identified as being "at risk" at the end of each week, they:

- Fail to meet course progress assessment requirements communicated in writing to the students; or
- Fail two consecutive assessments (or one if there are only two) of a prerequisite unit at any time of study period
- Are absent for 5 consecutive days or in any other way have an attendance record that is detrimentally affecting their capacity to successfully complete a unit; or
- Are identified by the trainer as not progressing satisfactorily through the course material.

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## PROCESS



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- 7.13. Trainers must monitor and record student attendance and progress during each week of the study period.
- 7.14. Trainers must report, in writing (via Mid City College course progress record) to the CEO the details of any student identified as being at risk during a study period without delay.
- 7.15. All students identified during a study period as being "at risk" of not meeting satisfactory course progress requirements will be sent a warning letter requiring them to attend a course counselling interview using the appropriate student course progress warning letter (case 1).
- 7.16. An electronic copy of the warning letter and all other relevant documents will be placed in the student's file.
- 7.17. The course, counselling, interview and weekly intervention meetings will be initiated by the CEO. However appropriate personnel such as a Trainer may be called on to assist with the process.
- 7.18. At the course counselling interview academic and non-academic issues are to be explored, solutions sought, and the following intervention strategies will be put in place where appropriate:
  - Programs and counselling to address academic and non-academic issues.
  - Retaking assessments during the current study period.
  - Training and assessment programs conducted during non-compulsory periods to "catch up" failed units.
  - Undertaking additional units in subsequent study periods to "catch up" with the training program schedule.
  - Student attendance timetable prepared.
  - A weekly intervention meeting for the current study period with the CEO or a delegated person will be scheduled.
  - A weekly academic involvement report requested from each subject trainer.
- 7.19. Students failing to comply with the terms of the agreed intervention strategy will be notified of this in writing and of the possible outcomes of this non-compliance. The written notification will be sent to the student within 3 working days of the student failing to comply with the terms of the agreed intervention strategy being identified by Mid City College. It will be at the discretion of the MID CITY COLLEGE (based on information discussed and evidence provided) to decide whether to re-negotiate another intervention strategy with the student or notify the student at the Mid City College with the intention to report.

#### **Intervention strategy – after completion of a study period**

- 7.20. Student deemed "at Risk" will be reviewed by the CEO in regard to academic progress of all students in their department and identify those students who are "at risk" of not meeting satisfactory course progress requirements.
- 7.21. Identification of students "at risk" will be accomplished by the Mid City College reviewing a current transcript of student progress printed from the student database and completing the relevant section of Mid City College course progress record for the course each student is enrolled in.
- 7.22. Being "at risk" of not meeting satisfactory course progress requirements occurs when a student:
  - fails more than 60% of units in a study period; or
  - fails two or more units in a study period; or
  - fails a prerequisite unit in a study period; or
  - is unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by the CEO in accordance with Mid City College Completion within the expected duration procedure.

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- 7.23. All students identified at the end of each week as being "at risk" of not meeting satisfactory course progress requirements will be sent a warning letter by the CEO requiring them to attend a course counselling interview using the appropriate student course progress warning letter (case 1).
- 7.24. An electronic copy of the warning letter and all other relevant documents will be placed in the student file.
- 7.25. The course counselling interview and weekly intervention meetings will be initiated by the CEO, however appropriate personnel such as a Trainer may be called on to assist with the process.
- 7.26. At the course counselling interview academic and non-academic issues are to be explored, solutions sought, and the following intervention strategies will be put in place where appropriate:
  - Programs and counselling to address academic and non-academic issues
  - Student attendance timetable prepared
  - Student study timetable prepared
  - A weekly meeting for the current study period with the CEO or a delegated person will be scheduled
  - A weekly academic involvement report requested from each subject trainer.
  - Retaking assessments
  - Undertaking additional units in subsequent study periods to "catch up" with the training program schedule.
  - Training and assessment programs conducted during non-compulsory periods to "catch up" failed units.
- 7.27. Students failing to comply with the terms of the agreed intervention strategy will be notified of this in writing and of the possible outcomes of this non-compliance. The written notification (first warning) will be sent to the student within 5 working days of the student failing to comply with the terms of the agreed intervention strategy being identified by the CEO. The Second warning and intention to report will be send in further 3 days of lack of course progress and if continued the Letter of cancellation and PRISMS default will be reported immediately after intention to report has been issued

**Reporting unsatisfactory course progress to the Department of Education and the Department of Home Affairs (DHA).**

- 7.28. Within 10 working days of the completion of a study period the Mid City College will review the academic progress of all students and identify those students who have failed 60% or more units in two consecutive study periods.
- 7.29. If a student fails more than 60% of units at any time or otherwise fails to meet course progress requirements, Mid City College must notify the student in writing first warning two days after 5 days of no progress and second warning within 3 days along with intention to report the student for not achieving satisfactory academic progress using the appropriate student course progress warning letter. The students must be informed they have 20 working days to appeal to Mid City College.
- 7.30. If the appeal is not upheld or the student withdraws from the appeal process, then Mid City College must report the student to the Department of Education and the Department of Immigration and Border Protection as soon as practical following the appropriate PRISMS process.
- 7.31. If a student is reported to the Department of Home Affairs (DHA) for unsatisfactory progress the DHA will consider the circumstances of the student through PRISMS information. The Department of Home Affairs (DHA) may issue a Notice of Intention to Consider Cancellation (NOICC) to students' most recent contact details notified to Mid City College.

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## 8. Intervention Strategy (NC 8.3, 8.4)

Intervention Timeframe Requirements (Mandatory for NC 8.4)

Trigger	Action Required	Timeframe
Student identified "at risk"	Initial contact & invitation to meeting	Within 5 working days
Student fails to attend support meeting	First Warning Letter	Within 2 working days
No response to first warning	Second Warning Letter Intention to Report Letter (ITR)	After 3 working days
Student appeals	Appeal acknowledged	Within 2 working days
Appeal unsuccessful	Report student via PRISMS	Within 5 working days (NC 8.9)

## 9. Warning and Reporting Process (NC 8.4 & 8.9)

### 9.1. First Warning Letter

Issued when student:

- fails to attend meeting
- does not comply with intervention plan
- continues poor progress (5 days maximum from event date)

**Issued within 2 working days** of non-compliance.

### 9.2. Second Warning Letter or Intention to Report (ITR) Notice

If no response to first warning issued after **3 working days**.

Student has **20 working days** to appeal (required by NC 8.4)

### 9.3. Reporting to PRISMS

If appeal is:

- not lodged
- withdrawn
- unsuccessful

Student is reported through PRISMS **within 5 working days**, meeting National Code 8.9.

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## Development & Approval Information

<b>Policy Author:</b>	Sunil Baby
<b>Policy Owner:</b>	CEO
<b>Approval Body:</b>	Director
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<b>Key Stakeholders:</b>	CEO Student Support Officer
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Version History		
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2.1	21/10/2021	Original Draft
2.2	10/12/2023	Updated Policy
3.0	10/12/2024	Approved by CEO
4.0	02/05/2025	Updated to RTO standards 2025
5.0	10/10/2025	Updated
6.0	21/11/2025	Approved by CEO
7.0	19/12/2025	Updated

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