



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 that Mid City College understands and complies with relevant legislation relating to the Education Services for Overseas Students Act 2000 (ESOS Act) and the National Code 2018, and to ensure compliance with:

- **Standard 1 – Training and Assessment,**
- **Standard 2 – Learner Support and Engagement, and**
- **Standard 4 – Governance and Administration of RTO Standards 2025, as well as the obligations under the ESOS Act 2000 / National Code 2018.**

2. Scope:

This policy applies to:

- Mid City College will ensure that all students enrolled in nationally accredited programs are supported to achieve satisfactory course progress.
- This policy does not govern student admission. It regulates the **monitoring of academic progress, intervention, appeals, and PRISMS reporting** for enrolled students.

3. Responsibilities:

- Student Support Officer
- Chief Executive Officer

4. Course Progress vs Attendance

4.1 Course Progress and Attendance Distinction

- Attendance monitoring supports identification of potential risk but does not replace assessment-based evaluation of academic progress.
- Course progress determinations are based on assessment outcomes and competency achievement, not attendance alone.
- Attendance concerns are considered only where they demonstrably impact a student's ability to complete assessment requirements.

5. Identification of “At Risk” Students

A student is identified as being “at risk” of not meeting satisfactory course progress requirements where any of the following apply:

- fails more than 60% of units at any time;
- fails two consecutive assessments (or one, where only two exist) in a prerequisite unit;
- is unable to complete the course within the expected duration recorded on CRICOS after review by the CEO;
- prolonged absence (including 2 consecutive days) demonstrably affects the student's capacity to complete assessment requirements, as confirmed by the trainer and reported to the CEO.

6. Monitoring of Course Progress

Course progress is monitored through:

- daily class rolls and formative assessment activity, and
- weekly academic progress review using assessment outcomes and trainer reports.



7. Intervention Strategy

Where a student is assessed as being “at risk,” Mid City College will:

- notify the student in writing, and
- implement an intervention strategy.
- Actionable support measures for students identified as at-risk include, but are not limited to:
 - Academic counselling and mentoring.
 - Extra tutorial support or study groups.
 - Reduced study load or modified learning materials.
 - Referral to external, professional support services.
- All intervention strategies are approved, monitored, and reviewed by the CEO or a formally delegated officer.

7.1 Intervention Effectiveness Review

The effectiveness of intervention strategies must be formally reviewed at least fortnightly by the CEO or delegate, based on:

- assessment outcomes,
- trainer reports, and
- student engagement evidence.
- Where insufficient improvement is demonstrated, escalation to reporting consideration must occur.

8. Appeals and Reporting

Authoritative Intervention & Reporting Timeframes

- **Reporting Requirements:** If a student fails to make satisfactory progress after intervention, the institute must notify them in writing of the intent to report them to PRISMS for visa breach.
- **Appeals Process:** Students have 20 working days to appeal a decision regarding unsatisfactory progress.

| Trigger | Action Required | Timeframe | National Code Ref |
|--|--|--|-------------------|
| Student identified as “ at risk ” (attendance / academic progression) | Initial contact with the student and counselling intervention invitation | Within 2 working days | NC 8.3 |
| The student fails to attend counselling or engage | Issue First Warning Letter (intent to intervene) | Within 2 working days of missed counselling | NC 8.4 |
| No response to First Warning Letter | Issue Second Warning Letter / Intention to Report (ITR) | Within 2 working days | NC 8.4 |
| Student lodges an appeal against the ITR. | Acknowledge the appeal in writing and suspend reporting | Within 2 working days | NC 8.4 |
| Appeal unsuccessful or withdrawn. | Report student via PRISMS | Within 3 working days | NC 8.9 |

Note: This table prevails over narrative text

Where any inconsistency exists elsewhere in this policy, this table governs compliance.



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9. PRISMS Reporting Authority

9.1 PRISMS Reporting Authority

- All PRISMS reporting relating to course progress is authorized by the CEO or formally delegated to the Compliance Officer.

10. Policy Statement:

Mid City College will ensure that all individuals entering a Nationally Accredited Program possess the necessary skills and abilities to succeed in their studies. This policy provides a broad framework and minimal requirements for determining admission to Mid City College's training courses and programs.

11. Requirements (Policy):

- For vocational and technical education courses, attendance is recorded and monitored as part of the course progress requirements and student behavior requirements.
- In compliance with Mid City College obligations under the National Code 2025, the registered provider must have implemented documented policies and processes to identify, notify, and assist an overseas student at risk of not meeting course progress or attendance requirements.
- Students are required to complete their course within the expected duration of study as recorded on the CRICOS register unless there are exceptional circumstances.
- 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 to complete the qualification within the expected duration as indicated on the CRICOS register.
- 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 of study. Weekly monitoring of course progress is conducted in our student management systems, and reports are generated.
- Students who are "at risk" of not meeting satisfactory course progress requirements will be interviewed, counseled, and placed on a course intervention strategy.
- All causes of unsatisfactory progress or being "at risk" are to be considered, including academic causes and non-academic causes, such as personal issues.
- The progress of each student is monitored and recorded daily (class roll and through Formative activities), and these are assessed weekly against past and current attendance and progression data. Mid City College has an intervention strategy that identifies and supports students at risk of not making satisfactory course progress.
- Where Mid City College has assessed the student as being "at risk," Mid City College will inform the student and implement an intervention strategy. If Mid City College has assessed the student as not meeting satisfactory course progress, the institute will notify the student in writing of its intention to report this and that they can access the Mid City College complaints and appeals process within 20 working days.
- If the appeals process is actioned, in the event Mid City College's 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.



12. 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 at any time.
- During a study period, the student 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 2 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 implementing and monitoring the intervention strategy.
- **Event Date:** means the calendar date on which the student’s academic performance or engagement first met the criteria for being assessed as “at risk” of not meeting course progress requirements, based on assessment evidence and/or trainer reports.

13. Method Intervention strategy – general requirements:

- All students identified as being “at risk” (either during or at the end of the study period) of not meeting satisfactory course progress requirements will be required to meet with the student support officer for a course counseling interview.
- If a student fails more than 60% of units at any time or otherwise fails to meet course progress requirements, Mid City College will contact the student via email/phone within 2 working days for academic counselling.
- Failure to attend the course counselling interview will result in issuing a warning letter via email with a read receipt. The warning letter will be placed in the student’s file.
- The first warning letter will be issued within 2 days of no improvement or response to the missed counselling sessions.
- Second warning/ intention to report letter report will be issued in 2 days after the First warning.
- If a student does not make contact, Mid City College will reach out to the student’s emergency contact and/or their agent after 2 working days from the date of the initial contact attempt. The first warning letter will be issued within two days of no improvement; a second warning letter will follow, along with the intention to report (ITR). The ITR letter will be sent within 2 working days of the second warning letter.
- During the meeting, an intervention strategy will be discussed with the student, documented at the end, and signed by both the student and the CEO. A written copy of the plan will be provided to the student and added to their file.
- The CEO will initiate the course, counseling sessions, interviews, and weekly intervention meetings. However, suitable personnel, such as a trainer, may be asked to assist with the process.



- The effectiveness of the intervention strategies must be monitored throughout and adjusted as needed. This information must also be documented, and feedback provided for students identified as “at risk” of not meeting course progress requirements or who do not fully participate in the intervention strategy developed by Mid City College. These students will be subject to the Student Behavior Code requirements, which may result in deferral, suspension, or cancellation of their enrollment. This information is recorded and maintained for the students' records.
- At the weekly intervention meetings, the following will be reviewed:
 - Programs addressing academic and non-academic issues.
 - Student attendance.
 - Student study timetable.
 - Weekly academic involvement reports from each subject trainer.
 - Assessment outcomes.
 - Any other matters relevant to progress.
- If a student under the intervention strategy needs more time to complete their qualification, the current Confirmation of Enrolment must be canceled, and a new Confirmation of Enrolment must be completed by the admission officer and uploaded to PRISMS. The new Confirmation of Enrolment should specify the revised completion date and the reasons for the change.
- Students who do not comply with the agreed intervention strategy will be notified in writing of the potential consequences of their non-compliance. The written notice will be sent to the student within 2 business days of the Student Support officer identifying the non-compliance. It will be at the discretion of Mid City College, based on the information discussed and evidence provided, to decide whether to renegotiate a new intervention strategy with the student or to notify the student of the CEO's intention to implement the Mid City College Reporting Procedure.

14. Intervention strategy – during a study period

- During a study period, every week, student course progress and attendance will be continuously monitored by trainers.
- Mid City will identify students “at risk” by completing the relevant section of the Mid City College course progress record for each course a student is enrolled in. A student is considered “at risk” based on any of the criteria below. Class rolls will be checked daily.
- Students will be identified as being “at risk” at the end of each week. They:
 - Fail to fulfill course progress assessment requirements communicated in writing to students;
 - or
 - Fail two consecutive assessments (or one if there are only two) of a prerequisite unit at any point during the study period.
 - Are absent for 2 consecutive days or otherwise have an attendance record that negatively impacts their ability to complete a unit, or successfully
 - Are identified by the trainer as not making satisfactory progress through the course material.
- Trainers must monitor and record student attendance and progress during each week of the study period.
- 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.
- 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).
- An electronic copy of the warning letter and all other relevant documents will be placed in the student's file.



- The CEO will initiate the course, counseling, interview, and weekly intervention meetings. However, appropriate personnel, such as a trainer, may be called upon to assist with the process.
- During the course counseling interview, academic and non-academic issues are to be addressed, solutions explored, and appropriate intervention strategies will be implemented.
 - 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 is requested from each subject trainer.
- Students who do not comply with the terms of the agreed intervention strategy will be notified in writing, along with the possible consequences of their non-compliance. Written notice will be sent to students within 2 working days if they fail to comply with the terms outlined by Mid City College. It will be at Mid City College's discretion, based on the information discussed and evidence provided, to decide whether to renegotiate a new intervention strategy with the student or to notify the student at Mid City College of the intention to report.

15. Intervention strategy – after completion of a study period

- Students deemed “at Risk” will be reviewed by the CEO regarding academic progress of all students in their department, and those students who are “at risk” of not meeting satisfactory course progress requirements will be identified.
- Mid City College will identify students "at risk" by reviewing a current transcript of their progress printed from the student database and completing the relevant section of the Mid City College course progress record for each course the student is enrolled in.
- 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.
- 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).
- An electronic copy of the warning letter and all other relevant documents will be included in the student's file.
- The CEO will initiate the course counseling interview and weekly intervention meetings; however, appropriate personnel, such as a trainer, may be called upon to assist with the process.
- During the course counseling interview, academic and non-academic issues are to be discussed, solutions explored, and appropriate intervention strategies will be implemented.
 - Programs and counselling to address academic and non-academic issues



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- 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 report on academic involvement is 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 held during optional periods to “catch up” on failed units.
- Students who do not comply with the terms of the agreed intervention strategy will be notified in writing about this and the possible consequences of their non-compliance. The initial written notice (first warning) will be sent to the student within 2 working days of the CEO's identification of the non-compliance. A second warning and the intention to report will be dispatched within 2 days if there is no course progress, and if non-compliance continues, the Letter of Cancellation and PRISMS default will be reported immediately after the intention to report has been issued

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

- Within 10 working days of completing a study period, Mid City College will review the academic progress of all students and identify those who have failed 60% or more of their units in two consecutive study periods.
- If a student fails more than 60% of units at any time or otherwise fails to meet course progress requirements, Mid City College will contact the student via email/phone within 2 working days for academic counselling.
- Failure to attend the course counseling interview will result in issuing a warning letter via email with a read receipt. The warning letter will be placed in the student's file.
- The first warning letter will be issued within 2 days of no improvement or response to the missed counselling sessions.
- Second warning/ intention to report letter report will be issued in 2 days, along with the intention after the First warning.
- The students must be informed that they have 20 working days to appeal from the event date to Mid City College.
- 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 practicable following the appropriate PRISMS process.
- If a student is reported to the Department of Home Affairs (DHA) for unsatisfactory progress, the DHA will review the student's situation using PRISMS information. The DHA may also send a Notice of Intention to Consider Cancellation (NOICC) to the students at their most recent contact details provided to Mid City College.



17. Intervention Strategy (NC 8.3, 8.4 & 8.9)

Intervention Timeframe Requirements (Mandatory for NC 8.4)

| Trigger | Action Required | Timeframe | National Code Reference |
|--|--|------------------------------|-------------------------|
| Student identified as “at risk” (attendance and/or academic progression) | Initial contact with the student and invitation to the support meeting | Within 2 working days | NC 8.3 |
| The student fails to attend the scheduled support meeting | Issue First Warning Letter | Within 2 working days | NC 8.4 |
| No response to First Warning Letter | Issue Second Warning Letter / Intention to Report (ITR) | After 2 working days | NC 8.4 |
| Student lodges an appeal within the approved appeal period | Acknowledge the appeal in writing and suspend reporting | Within 2 working days | NC 8.4 |
| Appeal unsuccessful or withdrawn. | Report student via PRISMS | Within 3 working days | NC 8.9 |

18. Warning and Reporting Process (NC 8.4 & 8.9)

18.1 Invitation for counselling sessions

- Issue within 2 working days from the identification of at-risk students.
- Contact will be made via email/phone

18.2 First Warning Letter

Issued when the student:

- fails to attend or does not respond to the counselling session.
- Issued **within 2 working days**.

18.3 Second Warning Letter or Intention to Report (ITR) Notice

If there is no response to the first warning issued after **2 working days**.

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

18.4 Reporting to PRISMS

If appeal is:

- not lodged
- withdrawn
- unsuccessful

The student is reported through PRISMS within 3 working days, in accordance with National Code 8.9.



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Development & Approval Information

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