



## Monitoring Course Progress and Intervention Strategy for International Students Policy and Procedure

### 1 Policy

Riverdale Institute (RI) is committed to providing enrolling and enrolled students with the opportunity to succeed within their chosen course through continual and specific monitoring activities. RI will implement intervention strategies to assist with a student's ongoing learning and progress by providing academic support and organising for participants to receive personal support as required.

### 2 Purpose

The purpose of this policy is to provide a documented process for monitoring and recording of course progress and ensure that the overseas students can complete the course within the expected duration as specified on the CoE (Confirmation of Enrolment). This Policy and procedure will make sure that Riverdale Institute (RI) is:

- Monitoring the overseas student's course progress according to the requirements of their sector
- Identifying, notifying and offering support to those at risk of not meeting course progress requirements
- only extending the duration of an overseas student's enrolment in certain circumstances and advising them of potential impacts on their student visa
- only delivering online learning in accordance with the online learning requirements for the sector.

This policy ensures that Riverdale Institute (RI) complies with:

- Standards for RTOs 2025 (Standards 2.3 and 2.4)
- National Code 2018 Standard 8
- ESOS Act 2000
- National Vocational Education and Training Regulator Act 2011.

### 3 Scope

This policy applies to all international students, who are studying with RI. Prospective students must read this policy before getting enrolled in the institute. The copy of this policy will be made available online on the institute's website and the student handbook as well. By reading this policy and procedure the students will get aware of maintaining the satisfactory Course progress requirements at the institute.

### 4 Definitions

**At Risk** when a student:

- Fails more than 50% of the expected course progress (Failing is determined as receiving a Not Satisfactory or Not Yet Competent outcome for submitted and marked assessments). This is determined using a consistent number of assessments required; every five (5) assessments required, the course progression will be monitored for students. Assessments due dates are clearly indicated and communicated to students via timetable
- Is in danger of being unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by the RI staff
- Fails pre-requisite units.

**Compassionate of Compelling circumstances** The circumstances which are beyond the control of the overseas student, and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel
- and this has impacted on the overseas student's studies; or
- a traumatic experience, which could include:





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- involvement in, or witnessing of a serious accident; or
- witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports) where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

These are only some examples of what may be considered compassionate or compelling circumstances.

RI will be assessing the circumstances of the students while taking them into consideration.

RI delegate will be using their professional judgement to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, RI will consider documentary evidence provided to support the claim and will keep copies of these documents in the overseas student's file.

**Credit transfer** is defined in the Australian Qualification Framework as follows:

"Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications."

**CRICOS** is the Commonwealth Register of Institutions and Courses for Overseas Students

**Intervention Strategy** is a procedure where Student Support and / or trainer and assessor assist students to ensure satisfactory academic progress and general wellbeing by providing specific support services to the student or referral to an external support service.

**PRISMS** The Provider Registration and International Student Management System (PRISMS).

**SMS** is RI's Student Management System (VETtrak)

**Study Period** RI has determined one study period based on number of assessments required (in line with the relevant course timetable). Each study period consists of five (5) assessments.

## 5 Requirements and Process

Riverdale Institute assesses each student's progress at the end of each study period (defined as the timeframe for the students to submit a total of five assessments as indicated in the relevant timetable). RI's intervention strategy includes provision for:

- where appropriate, advising students on the suitability of the course in which they are enrolled
- assisting students by advising of opportunities to be reassessed for tasks in units or subjects they have previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency or satisfactory levels; and
- advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to the Department of Home Affairs (DHA) and cancellation of their visa, depending on the outcome of any appeals process.

## 6 Procedures

- 1 RI monitors, records and assess the course progress of each student for each course for which the student is enrolled in.
- 2 Each study period of the course, determined as the timeframe based on five (5) assessments (in line with the relevant course timetable), RI delegate will review the course progress of each student and will identify the students who will not be able complete the course within the expected duration and will put the students in the register.
- 3 If the student is identified to have completed less than 50% of the required assessments, they will be sent the first warning letter via email.

The warning letter will have the following information:

- Has failed 50% or more of the assessments due (determined as one study period) and is at risk of not meeting satisfactory course progress requirements. Making unsatisfactory course progress, which may result in the student's visa being cancelled.





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- Student needs to contact RI to make an appointment to meet with the Operations Manager to implement strategies to ensure that the student passes all NS units (and/or NYC units) as per the availability and discuss suitable strategies in cooperation with the student.
- Is required to participate in an intervention strategy to ensure that the student maintains satisfactory course progress.

Intervention strategies may include, but are not limited to:

- Requesting the student to sit for re-assessment
  - Providing one-to-one assistance and counselling with a qualified trainer or student support
  - Discussing with other trainers and/or other relevant staff members' issues relating to time management skills, assessment techniques, motivation and other issues which may be impacting on the student's ability to complete his or her course
  - Reducing the student's unit load temporarily.
  - Where appropriate, request that the student undertake an English language course to improve his or her English to a level that will enable the student to complete his or her VET course satisfactorily. Such additional English classes may incur a fee.
  - Assist with any LLN issues that have not been identified at the enrolment process prior to commencement of course
  - Extending the students eCoE end date to enable the student to complete units.
  - All students placed on an intervention strategy will be required to sign in agreement of intervention plan, strategies, timeframes etc.
  - All intervention plans will be reviewed with the student support officer and monitored based on the date proposed to ensure the effectiveness and successful completion of the intervention plan.
- 4 If the student does not respond after getting the first warning letter they will be sent a second warning letter after 7 days. If the student responds to the first warning letter and participates in intervention strategy but fails to maintain satisfactory course progress in the consecutive second study period (subsequent five assessments) according to the agreed intervention plan, they will be sent a second warning letter.
  - 5 If the student responds to the second warning letter within 7 days, they will be given an opportunity to participate in the intervention strategy. If the student fails to respond within 7 days, they will be sent an **INTENTION TO CANCEL ENROLMENT FOR unsatisfactory course progress** via email or a letter to the student's current address held by RI.
  - 6 The letter will state that records show that the student's course progress is unsatisfactory and, consequently, RI intends to **TO CANCEL ENROLMENT FOR unsatisfactory course progress**, which will result in the cancellation of the student's eCoE
  - 7 The letter will also indicate that the student has 20 working days within which to appeal the RI's intention **TO CANCEL ENROLMENT FOR unsatisfactory course progress**.
  - 8 Where the student has chosen not to access the complaints and appeals procedure within 20 working days, DEPARTMENT OF HOME AFFAIRS must be notified as soon as practicable, of the unsatisfactory course progress through PRISMS

Once a student is reported for unsatisfactory progress, a notification letter is sent to the student's current address/email held by RI and a copy placed in the student's file.

RTO NO: 45754 | CRICOS CODE: 03949M

## Monitoring Academic Progress

- 1 The trainer will monitor the student's progress informally during each class and provide additional assistance where required. At the 5-assessments due mark, the trainer will check the progression for each student identifying any students that are "At risk of not making satisfactory progress".
- 2 Students identified at the 5-assessments due point of "At risk of not making satisfactory progress" will be contacted by Student Support who will work with the student and the trainer to implement an intervention strategy.
- 3 Student Support will also monitor the student progress from the SMS at the end of every study period and identify the students who are at risk of unsatisfactory academic progress, as per the following:



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Student's Academic Progress	Group	Action
A pre-requisite unit is deemed 'Not Yet Competent' in a study period.	At risk of not making satisfactory progress	Send 1st Academic Warning Letter and activate Intervention Strategy. If student under intervention, trainer to notify Student Support of student's progress update.
When the students' academic progress falls below 50% in the current study period (5 assessments due in line with relevant timetable).	At risk of not making satisfactory progress	Send 1st Academic Warning Letter and activate Intervention Strategy. Inform student that if in two consecutive study periods their academic progress falls below 50%, they will be reported to DHA via PRISMS.
Students' academic progress and outcome of intervention strategy is reviewed before the next study period (5 assessments due).	Unsatisfactory course progress for the compulsory study period	Send 2nd Academic Warning Letter if unsatisfactory course progress in current compulsory study period Inform student that if in two consecutive study periods they are deemed competent in less than 50% of assessments/units attempted they will be reported to DHA via PRISMS.
Students' academic progress and outcome of intervention strategy is reviewed at the end of the study period. If the student's academic progress falls below 50% in two consecutive study periods.	Unsatisfactory course progress for the study period	Send the student an Intention to Cancel Enrolment for Unsatisfactory Course Progress.

### Recording Academic Progress

- The student's academic progress shall be recorded using the Cross-tab Report from the SMS (VETtrak). All students shall be deemed either 'Competent (C)' or 'Not Yet Competent (NYC)' for each unit of competency and/or 'Satisfactory' (S) or 'Not Satisfactory' (NS) for each assessment within the qualification they are enrolled. The assessment of student's assessment tasks will be conducted by qualified and approved assessors
- The assessment outcomes from the Cross-tab Report will be entered into the Student Management System by the Admin Team. This system calculates the projected academic progress for the study period, based on the total number of five (5) assessments that are required to be assessed and the outcome of these assessments
- If there were five (5) assessments in total assessed in a term and a student has been assessed as 'S' in four (4) assessments and 'NS' in one (1) assessment for the term, the student's academic progress would look like:

Term 1				
Student Name	Student Number	No. of assessments assessed as 'Satisfactory'	No. of assessments assessed as 'Not Satisfactory'	Academic Progression (%)
Mary Smith	RI1234	4	1	80%

### Extending course duration

RI will only extend the overseas student's enrolment if:

- RI has assessed that there are compassionate or compelling circumstances and there is evidence to support this assessment





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- RI has implemented, or is in the process of implementing, an intervention strategy for the overseas student who is at risk of not meeting course progress requirements; or
- An approved deferral or suspension of the overseas student's enrolment has occurred.

If RI extends the duration of an overseas student's enrolment and the student's visa will expire prior to completion of the course, the student may need to apply for a new Student visa (subclass 500) to complete their study. More information about the Student visa (subclass 500) is available on the Department of Home Affairs website (<https://www.homeaffairs.gov.au/Trav/Visa/500->). Students will be encouraged to refer to their migration agent

### Access to specialist support

Riverdale Institute provides access to specialist support for participants. Further information can be obtained from:

- o Domestic Violence <http://www.dvrcv.org.au/>
- o Gambling <https://www.gamblinghelponline.org.au/>
- o Drugs and Alcohol <https://adf.org.au/>
- o Depression <https://www.beyondblue.org.au/home>

### 7 Appeals

A student may appeal against a decision made in relation to their course progression on the following grounds:

- provider's failure to record or calculate a student's marks accurately,
- compassionate or compelling circumstances, or
- provider has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student

Should the student wish to lodge a formal complaint or appeal a form must be completed. This form is made publicly available and can be found online on RI's website. Alternatively, the student can request the relevant form at reception.

Where the student's appeal is successful, the outcomes may vary according to the findings of the appeal process. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress, RI does not report the student, and there is no requirement for intervention.

If the appeal process shows that the student has made unsatisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support is provided to the student through the RI's intervention strategy, RI does not report the student to DHA.

RI notifies the Secretary of Department of Education through PRISMS as soon as practical of the student having unsatisfactory course progress where:

- the student has chosen not to access the complaints and appeals processes with the 20-business days period
- the student withdraws from the process, or
- the process is completed and results in a decision supporting RI (i.e. the student's appeal was unsuccessful).

For further information regarding complaints and appeals please refer to P07 Complaints and Appeals Policy and Procedure.

### 8 Responsibility

The Compliance Manager and Operation Manager will be responsible for the implementation of this process and will ensure all requirements of this policy and procedure are met.

### 9 Review Date

12 months from the date of this version, or as required





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Version Number	Date	Reason for Change	Prepared by	Approved by
V1.1	July 2024	Reviewed for currency.	Compliance Manager (NK)	CEO (SD)
V2.0	September 2025	Reviewed policy template and updated statutory reference.	Compliance Manager (NK)	CEO (SD)

