

Monitoring Course Progress Policy and Procedure

Policy

The purpose of this policy is to continually monitor student's course progress to ensure the achievement of academic requirements. At the end of each study period (term), Hopkins International College will monitor, record and assess the progress of each overseas student to ensure the student is in a position to complete the course within the expected duration specified on the overseas student's Confirmation of Enrolment (CoE).

Hopkins will identify, notify and assist students at risk of not meeting course progress where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of unsatisfactory academic progress.

Hopkins implements Course Progress Policy and Procedure for all International VET students. However, if an ESOS agency requires Hopkins to monitor overseas student attendance as a condition of its registration, the minimum requirement for attendance is 80 per cent of the scheduled contact hours for the course. Hopkins maintains an attendance policy; however, attendance is monitored for the purpose of this policy.

All current enrolled and intending overseas students are informed of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period prior to the commencement of the course, through the provision of the prospectus, the student handbook and the website.

This policy and associated procedures meet the requirements of Standard 2.3 the Outcome Standards for RTOs, as well as Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.

Hopkins advises students before they commence their course of the requirements to achieve satisfactory course progress and attendance, including that students who do not meet course progress requirements are at risk of having their visas cancelled. This advice is included in the International Student Handbook, Course Brochure and within the Orientation.

An exception may be made where a student is attending at least 70% of the course contact hours and is maintaining satisfactory progress.

Definitions

Study Period

A compulsory study period is defined as:
period of study within a course, namely semester, or as otherwise defined by the registered provider as long as that period does not exceed six months.

Unsatisfactory course progress requirements

A student who has been assessed as Not Competent in 50% or more of the units attempted in a study period based on assessment outcomes and/or progress is assessed on the basis of a student's performance in the study period and their overall performance to date in the course in which they are currently enrolled

Satisfactory course progress

A student who has been assessed as progressing through the requirement of the course and assessed as competent in the units attempted in a study period on the basis of assessment outcomes.

Student at risk

A student at risk is defined as one who has not made satisfactory academic progress in a term (providing the term is not the second consecutive term for which this is the case), and is therefore subject to an intervention strategy.

Procedure

Early intervention

Trainers, Training Managers with Academic Support Team assistance, are responsible for ensuring that all students attend classes regularly (maintaining daily attendance records) and participate in tuition activities or other indicators of academic progress. For the purpose of course progress, records of attendance will be retained for 4 weeks to identify students at risk of not meeting satisfactory course progress. Where Trainers have concerns about a student's progress or becomes aware of the student being at risk, Trainers will refer the student to the student support officer (SSO).

Reasons for referral or factors for determining the point at which the student has failed to meet satisfactory course progress may include but not limited to;

- i. Student fails to attend 2 weeks of their scheduled class or has irregular attendance patterns
- ii. Did not perform satisfactorily in the current/previous study period; or
- iii. Failure to achieve a competency (C) in consecutive assessments (either through failure to submit work or allowable attempts of reassessment has been exhausted) that form part of any unit of competency; or
- iv. Fails to achieve competency in a pre-requisite unit; or
- v. Academic misconduct

The student support officer will send correspondence (Attendance Notification Letter) to the students in an attempt to, but not limited to;

- Bring to their attention the number of absences
- Bring to their attention what is occurring
- Highlight potential risks
- Reinforce student visa obligations
- Re-engage the student

End of study period monitoring

In addition to early intervention, the assessment of student progression is undertaken every 10 weeks or following the submission of assessment results with the intention of providing sufficient time for those overseas students to achieve satisfactory course progress. The Director RTO Management and Corporate or delegated authority will run a Course Progress Report from the Student Management System (SMS) and each individual student's progress will be reviewed. Progress is assessed on the basis of a student's performance in the study period and their overall performance to date in the course in which they are currently enrolled.

Students who are deemed competent in at least 50% of their units of competency in a study period are considered to be making satisfactory course progress. Students who are deemed not competent in 50% of their units of competency in a study period will be, where required, afforded with the opportunity for re-assessment of any failed assessment attempts or attend an intervention strategy meeting.

If a student is deemed competent in more than 50% of their overall academic progress during a study period but has not achieved competency in one or more units (including but not limited to non-submission of assessments), the student will be given additional 5 calendar days to complete the outstanding unit(s) assessments for timely completion of studies. A late submission fee will also apply if assessments are not submitted on time.

If the student does not submit the unit assessments within 10 calendar days from the due date set by the academic support team or the trainer, or if their submitted assessments are marked as 'not competent' twice, they may be required to re-enrol in the unit and complete it at a later stage when the unit is offered. Trainer & Academic Support team will assess and make a decision and provide the outcome to the student in writing. A catch-up session maybe offered when the student has been marked competent for the 50% of the unit assessment and they require additional assistance to complete the rest of the 50% of that unit.

Catch-up sessions will be organised for students who attended the classes but failed to submit one or more assessments by the end of the study period. The catch-up session fee will be charged to the student

Catch-up session fee will be charged to the student and will not form part of intervention strategy as they maintained above 50% of course progression.

Intervention strategy meeting

The SSO is responsible for making contact with all students identified at risk of not achieving satisfactory course progress by email. An email will be sent to students at risk with a First warning letter and at risk of meeting course progress requirements as a means of notifying them of their risk of falling below the requirement of achieving satisfactory course progress

The email notification will inform the student of factors identified in the early intervention stage/end of study period and the requirement to attend a meeting with the Director RTO Management and Corporate Services (including the details of a time and place or video call) or delegated authority. If a student at risk does not reply to email or contact the SSO within two (2) working days, the SSO will attempt to make contact with the student by telephone or email again in order to advise the student of the requirement to attend an intervention strategy

meeting. If the student is unable to be contacted by any of these means, the SSO will be instructed to inform the student's next of kin or student agent of the requirement to contact the SSO. The SSO will maintain a register of students identified at risk to track progress and provide updates. A second warning letter may be issued during this period if no contact is received from the student.

The objective of each intervention strategy meeting is to identify:

- any barriers the student may be experiencing
- compassionate or compelling circumstances affecting the student
- strategies to enable the student to meet the course progress requirements for the current study period,
- strategies to re-engage the student
- provision of sufficient time to achieve satisfactory course progress

The following intervention strategies/topics may be discussed during the meeting;

- the consequences reporting to DESE for unsatisfactory course progress in two consecutive study periods.
- the requirement to attend scheduled meetings to discuss progress with course co-ordinator
- the suitability of the course for the student
- a revised study plan (e.g. a decreased study load, reassessment in units of competency for which the student has not been assessed as competent and for which the student has not been previously reassessed)
- Review of payment plan
- the availability of attending support classes/tutorials
- undertaking study during the scheduled break between study periods
- the availability of referral to external professional services, such as counselling (may incur fee)
- assistance with issues of language, literacy or numeracy,
- the availability and suitability of one-on-one academic mentoring
- Extension of course duration (see allowable extensions below)

Allowable extensions of course duration

Hopkins will ensure that the expected duration of study specified in the overseas student's CoE will not exceed the CRICOS registered duration and will only allow for an extension in course duration of the overseas student's enrolment where;

- Hopkins has demonstrable evidence from the student of compassionate or compelling circumstances, or
- Hopkins has implemented or is in the process of implementing an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or
- as a result of an approved deferral or suspension of the overseas student's enrolment having occurred under Standard 9 of the National Code 2018.

Where Hopkins extends the duration of the student's enrolment, Hopkins will advise the student to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa

Intervention strategy agreement

An intervention strategy agreement will be designed and agreed upon during the intervention strategy meeting to provide the student with the opportunity to recover from the unsatisfactory academic progress and resume a successful study program. Records of the agreement will be maintained to review progress. It will include provision for follow up meetings with the SSO

Monitoring the intervention strategy

The student's Intervention Strategy will be monitored over the existing or subsequent study period by the Director RTO Management and Corporate Services and/or the Student Support Officer (in conjunction with Training Manager) with follow-up discussions (email or phone or face to face). Records of student response and progress with the strategy will be documented.

Where a student demonstrates achievement and progression in achieving competency in the units of competency in the study period following the intervention strategy (that in which the student was identified as being at risk), the student will no longer be considered at risk. The register of students at risk will be updated accordingly by the SSO.

Where it has been identified that a student has failed to comply with the agreed actions of the intervention strategy, or if the student is experiencing difficulty in meeting with the requirements of the intervention strategy, a second warning letter will be sent the student and the SSO may modify the agreement (in consultation with the Director RTO M & CS) or refer the student to the Director, RTO M & CS Where additional support has been offered/provided, this will be documented and agreed upon in writing.

Letter of Intention to Report

Where Hopkins has assessed the overseas student as not meeting course progress and/or if a student is unable to demonstrate that they will be able to complete the required assessment or units during the study period, and/or who have not fulfilled the necessary intervention strategy actions which were agreed upon, Hopkins will notify the student in writing of its intention to report the overseas student for unsatisfactory course progress to Department of Education via PRISMS including the reasons for the intention to report. Written notice ("Notice of intent to cancel enrolment - Unsatisfactory Course Progress") will be sent via registered mail/email. The written notice will inform the student of his or her right to access Hopkins complaints and appeals process within 20 working days. A copy of the letter will be retained within the student's file.

Grounds for Appeal

Grounds for students to appeal against Hopkins decision to report the student for unsatisfactory course progress requirements are:

- Hopkins has not recorded the student's results correctly

- There are compassionate or compelling circumstances (as defined in the Compassionate and Compelling Circumstances Policy) which have contributed to the student's unsatisfactory progress
- Hopkins has not implemented an intervention strategy in accordance with the documented policies and procedures
- Hopkins has not implemented other policies which may impact upon the student's results, e.g. assessment policy, feedback policy, moderation on appeal
- Hopkins has not made relevant policies available to the student

Reporting

Where a student has demonstrated unsatisfactory course progress in a study period despite interventions implemented, Hopkins International College will:

- notify the student in writing of the intention to report the student for unsatisfactory course progress
- inform the student of the reasons for the intention to report
- advise the student of their right to dispute the decision by accessing Hopkins International College Complaints and Appeals Policy Procedure within 20 days of receiving the notice of intention to report.

Hopkins will notify Department of Education via PRISMS of the Student not achieving satisfactory course progress as soon as practicable, if;

- the internal and external complaints processes have been completed and the decision or recommendation supports Hopkins, or
- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, or
- the overseas student has chosen not to access the external complaints and appeals process, or
- the overseas student withdraws from the internal or external appeals processes by notifying Hopkins in writing

Documents to be filed

All documentation related to the reporting of the student for not meeting satisfactory course progress requirements is to be filed in the student's file. This includes:

- the details of the intervention measures implemented for the student (the intervention strategy agreement, notices etc)
- the written notice informing the student of Hopkins intention to report for not making satisfactory progress and advising the student of his/her ability to access Hopkins complaints and appeals process within 20 working days (notice of intention to report for unsatisfactory course progress)

all details of any appeals made by the student and the outcomes of the appeal process

Document control

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Author	Director, RTO Management and Corporate Services
Approved	Executive Director

Feedback and enquiries relating to this policy may be directed to info@hopkins.edu.au. This document can be available in alternative formats on request.

1. Amendments

Version	Date	Author	Description
1	15 May 2022	Lincoln Islam	Policy Developed
1.1	17 July 2023	Lincoln Islam	Title changed from RTO Manager to Director, RTO Management and Corporate Services. Administration Manager and Business and Admissions Coordinator role has been added to the procedures to ensure better support for students.
2.0	30 Sep 2025	Lincoln Islam	Added additional procedures for First and Second warning. Added additional support steps prior to second warning to support the student.
2.1	20 Nov 2025	Lincoln Islam	Updated intervention section following stakeholder feedback.