

POLICY:	Monitoring Course Progress
ASQA 2025 Standards Ref	Outcome Standards for Registered Training Organisations) Instrument 2025 Relevant standards: <ul style="list-style-type: none"> • Standard 2.3 – Training support • Standard 2.5 – Diversity and inclusion • Standard 2.6 – Wellbeing • Standards 2.7 and 2.8 – Feedback, complaints and appeals
Purpose	This Policy and Procedure ensures AACI monitors student course progress in a way that supports early identification of students who may be at risk of not progressing, not completing required assessment, or not completing within their agreed training arrangements. It is designed to ensure AACI: <ul style="list-style-type: none"> • monitors participation and progress consistently • identifies students at risk as early as possible • offers timely and appropriate intervention and learner support • documents intervention and follow-up actions • uses fair and documented processes where withdrawal or other enrolment action is being considered.
Scope	This Policy and Procedure applies to: <ul style="list-style-type: none"> • all AACI students enrolled in a full course or short course • AACI staff and contractors involved in student administration, learner support, training, assessment and enrolment decision-making • progress monitoring across assessment, participation, support and completion arrangements.
Policy Statement	AACI will monitor student course progress throughout the enrolment period using documented indicators of participation, assessment progression and responsiveness to support. Where AACI identifies that a student may be at risk, AACI will: <ul style="list-style-type: none"> • contact the student • review the reasons for the concern • offer appropriate intervention and support • continue to monitor the student after intervention • only consider withdrawal or other enrolment action after the student has been given a reasonable opportunity to respond and participate in the intervention process.
Principles	AACI will ensure that: <ol style="list-style-type: none"> 1. monitoring of course progress is documented and consistent 2. students at risk are identified early where possible 3. intervention focuses on support, participation and successful completion 4. support options are tailored where reasonable to the student’s circumstances 5. withdrawal is used only after fair process and reasonable opportunity to respond 6. students are advised of appeal rights where an adverse decision is made.
Responsibilities	Chief Executive Officer / RTO Manager Has overall responsibility for AACI’s course progress monitoring system and for oversight of significant or escalated withdrawal decisions.

	<p>Student Administration / learner support delegate Coordinates monitoring records, intervention communications, student file updates and formal notices.</p> <p>Trainers and Assessors Monitor assessment progression and participation within their role, identify students at risk, provide feedback, contribute to intervention strategies and record relevant concerns.</p> <p>Learner support / relevant AACI staff Provide or coordinate support, referrals and follow-up during intervention.</p>
<p>Policy requirements</p>	<p>1. Monitoring indicators AACI may monitor student progress using indicators such as:</p> <ul style="list-style-type: none"> • assessment submissions and completions against the training plan • unit outcomes, including repeated NYC outcomes • LMS access and online participation • email, phone or other evidence of participation • responsiveness to AACI contact • participation in required work placement or practical activities where applicable. <p>2. Identifying students at risk A student may be identified as at risk where AACI has evidence that, for a relevant period, the student has not sufficiently:</p> <ul style="list-style-type: none"> • submitted assessments • accessed the LMS • engaged in participation or communication • shown intent to continue • progressed in units attempted • responded to support contact. <p>AACI will document the basis on which a student is identified as at risk.</p> <p>3. Intervention strategy Where a student is identified as at risk, AACI may implement an intervention strategy that includes one or more of the following:</p> <ul style="list-style-type: none"> • course extension • additional learning support or tutorials • counselling or referral support • advice on study methods • varying or reducing the enrolment load • reasonable adjustment or additional flexibility • specialist support for a particular unit • discussion of alternative course or pathway options • referral to another provider where more suitable. <p>4. Hardship and flexibility Where financial or social hardship affects progress, AACI may consider reasonable arrangements such as pausing or deferring a payment plan for an agreed period, consistent with AACI's Fees and Charges Policy and related procedures.</p> <p>5. Reassessment during intervention Where a student participating in intervention is assessed as Not Yet Competent, reassessment arrangements will be managed in accordance with AACI's Assessment Policy and any relevant</p>

	<p>fee rules. Where AACI’s policy is that no fee applies for reassessment during intervention, that must be applied consistently and documented.</p> <p>6. Continued monitoring after intervention Following intervention, AACI will continue to monitor the student’s progress for the remainder of the relevant study period and review the outcome of the intervention.</p> <p>7. Withdrawal Where a student does not respond to intervention, does not provide evidence of participation, or is otherwise unable to continue despite intervention and reasonable opportunity to respond, AACI may commence withdrawal action. AACI will only do this after:</p> <ul style="list-style-type: none"> • documenting the concerns • documenting the intervention offered • providing written notice • advising the student of appeal rights.
<p>Definitions</p>	<p>Administration Fees means a fee that is equal to 50% of the Course fee charged by AACI to absorb the cost of administration and processing of the enrolment application.</p> <p>Course or Training Product means either a Full Course (full AQF qualification) or Short Course (statement of attainment) consisting of units of competency.</p> <p>Course Extension(s) means the Course End Date has been extended to a date later in time than the original agreed to the Students Training Plan either by the Student request or as determined or deemed by AACI in the Student’s best interests.</p> <p>Course Fee does not mean tuition Fee, (course fee consists of an administration fee and tuition fee) means money received by AACI directly from a student or another person who pays the money on behalf of the student for a Course which the Institute provides or offers to provide.</p> <p>Course Withdrawal means when a Student is withdrawn from a Course due to either, a Student Request in writing, Failure of Student deemed by AACI not to be competent in a timely manner (NYC) and Failure of Student to consistently provide Evidence of Participation in accordance with their Training Plan (including any agreed or deemed Course Extensions.).</p> <p>Full Fee means all distance students that pay a Course Fee that is broken down into an administration fee that is equal to 50% of the amount paid and a tuition fee that is equal to 50% of the Course fee paid.</p> <p>Course progress means a student’s progression through their course as shown by participation, assessment submission and completion, unit outcomes, and engagement with the agreed training plan.</p> <p>At risk means a student shows indicators that they may not successfully progress or complete unless support or intervention occurs.</p> <p>Intervention strategy means a documented set of support actions, adjustments or follow-up measures used by AACI to assist a student who is at risk.</p>

	<p>Course extension means an approved or AACI-deemed extension to the student's course end date in the student's best interests.</p> <p>Course withdrawal means withdrawal of the student from the course at the student's request or as determined by AACI after documented monitoring, intervention and procedural fairness.</p>
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PROCEDURE: MONITORING COURSE PROGRESS

Summary Procedures

Step 1 – Monitor progress

AACI monitors student progress using the agreed indicators of participation, assessment progression and engagement.

Step 2 – Identify concern

Where indicators show a student may be at risk, AACI records the concern on the student file and determines whether intervention is required.

Step 3 – Contact the student

AACI contacts the student and advises:

- the nature of the concern
- the evidence relied on
- the support available
- the need to respond within a reasonable timeframe.

Step 4 – Implement intervention

AACI implements an intervention strategy appropriate to the student’s needs and records:

- the support offered
- any course extension or flexibility
- any learner support or referral
- any follow-up date.

Step 5 – Review progress after intervention

AACI reviews whether the student has:

- re-engaged
- resumed assessment submission
- responded to support
- shown satisfactory progress.

Step 6 – Consider withdrawal if required

If the student does not respond or does not re-engage after reasonable intervention and follow-up, AACI may issue a written notice of proposed or final withdrawal in accordance with its withdrawal procedures. The notice must include appeal information.

Step 7 – Appeals

Students may appeal an adverse progress-related decision, including withdrawal, under AACI’s **Complaints and Appeals Policy and Procedure**.

Records

AACI will retain records of:

- identified progress concerns
- participation and assessment evidence used in monitoring
- intervention communications
- support actions offered
- course extension or flexibility decisions
- student responses
- withdrawal notices
- appeal advice and outcomes.

<p>Action/Method</p>	<p>Course Monitoring.</p> <p>Student progress will be monitored by AACI throughout the study period based on provision of the following evidence or lack thereof:</p> <ol style="list-style-type: none"> 1. Assessments submitted and/or completed in accordance to the agreed Course Program and Training Plan 2. Evidence of Participation via LMS login, emails and telephone calls. <p>If a student is identified as ‘at risk’ of achieving a competent result for any unit within a course, AACI will implement an Intervention Strategy to provide the student with the necessary educational support and assistance.</p> <p>At a minimum, AACI’s intervention strategy will be activated where the student has after a period of 2-4 months from the Student’s Start date as set out in the Student’s Training Plan, has not provide evidence of any of the following</p> <ol style="list-style-type: none"> 1. Assessment submissions 2. Online LMS access 3. Evidence of Participation or 4. Evidence of Intention to complete the Course or 5. Failed or deemed Not Yet Competent in 80% or more of the units attempted. <p>Intervention Strategy occurring:</p> <p>The Student shall be deemed to be “At Risk” that shall result in the following Intervention Strategy occurring:</p> <ol style="list-style-type: none"> 1. AACI shall undertake a deemed Course Extension of a period of up to 90 days 2. arranging additional learning support or tutorials 3. arranging counselling 4. providing advice regarding study methods 5. arranging to vary or reduce the enrolment load 6. further course flexibility to complete shall be provided (reasonable adjustment) 7. AACI shall provide specialist assistance for any single unit of competency where the student requires <p>A Student “at risk” shall also have the following options available</p> <ol style="list-style-type: none"> 1. exit the Course with a statement of attainment for the units they are able to complete provided withdrawal fee is paid 2. change to a Course that is a lower Australian Qualifications Framework (AQF) level 3. change course to one that is more suited due to the Students current or change of circumstances

	<p>4. transfer to another training provider that offers a more suitable location, support or course structure or flexibility</p> <p>5. if financial or social hardship circumstances students are entitled to stop and defer payment plans for an agreed period of time</p> <p>Following the implementation of an Intervention Strategy, training staff and/or the CEO will continue to monitor the Course progress of the Student for the remainder of the study period and review results at the end of relevant period.</p> <p>Cost of Intervention Program for Reassessments</p> <p>If a student has been deemed as Not Yet Competent in a unit of competency in their intervention program, no Fee or Charge shall apply to submit any re-assessment.</p> <p>Students will only be allowed a maximum of five reassessments.</p> <p>Students will receive written notification from AACI’s regarding Course Withdrawal. Their enrolment, including information on accessing the Institute’s appeals process. Students will have 5 working days in which to lodge an appeal.</p> <p>Withdrawal Procedure (see Withdrawal Policy)</p> <p>AACI shall undertake a withdrawal of a Student from their Course in the following circumstances:</p> <ol style="list-style-type: none"> a. at Student’s formal request or b. as deemed by AACI <p>AACI shall email a withdrawal notice to the Student if the Student does not provide any evidence or response to the AACI Intervention Strategy within a period of up to 90 days from the date of the proposed or extended Course End date.</p>
<p>Monitoring and review</p>	<p>AACI will review this Policy and Procedure at least annually and earlier where required by:</p> <ul style="list-style-type: none"> • changes to standards or ASQA guidance • complaints or appeals trends • withdrawal trends • learner support trends • internal audit findings • continuous improvement actions.
<p>Related Standards Practice Guides Policies and Legislation</p>	<p>ASQA 2025 Standards Outcome Standards for Registered Training Organisations) Instrument 2025 Relevant standards:</p> <ul style="list-style-type: none"> • Standard 2.3 – Training support • Standard 2.5 – Diversity and inclusion • Standard 2.6 – Wellbeing • Standards 2.7 and 2.8 – Feedback, complaints and appeals <p>Relevant ASQA Practice Guides</p> <ul style="list-style-type: none"> • Practice Guide – Training support • Practice Guide – Diversity and inclusion • Practice Guide – Wellbeing • Practice Guide – Feedback, complaints and appeals

	<ul style="list-style-type: none">• LLND Learner Support Policy and Procedure• Completion within Expected Duration Policy and Procedure• Enrolment Policy• Enrolment Form• Fees and Charges Policy and Procedure• Refund Policy and Procedure• Privacy Policy and Procedure• Records Management, Maintenance and Security Policy and Procedure <p>National Vocational Education and Training Regulator Act 2011 Standards for Registered Training Organisations (RTOs) 2015</p>
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VERSION CONTROL

Review / amendment history

Policy Approved by: Chief Executive Officer / RTO Manager

Responsible Officer: Chief Executive Officer / RTO Manager

Next Policy Review Date: 1 September 2025

Version	Date	Details
1.0	4 August 2021	Policy approved and issued
2.0	1 March 2022	Minor Changes
3.0	1 September 2022	RTO Registration TOID and contact details
4.0	1 September 2023	Formatting Section on Student at risk updated to provide additional progression support options available
5.0	1 September 2024	Minor Updates –
6.0	1 September 2025	Formatting Major Changes Reference to ASQA 2025 Standards Outcome Standards for Registered Training Organisations) Instrument 2025 Relevant standards: <ul style="list-style-type: none"> • Standard 2.3 – Training support • Standard 2.5 – Diversity and inclusion • Standard 2.6 – Wellbeing • Standards 2.7 and 2.8 – Feedback, complaints and appeals Relevant ASQA Practice Guides <ul style="list-style-type: none"> • Practice Guide – Training support • Practice Guide – Diversity and inclusion • Practice Guide – Wellbeing • Practice Guide – Feedback, complaints and appeals