

MONITORING ACADEMIC PROGRESS POLICY AND PROCEDURE

PP13

PURPOSE

The purpose of this Policy and Procedure is to outline the Southern Cross Education Institute (SCEI) processes for monitoring and recording international students' academic progress towards course completion.

SCOPE

This policy applies to all staff of SCEI who are responsible for recording and monitoring student academic progress, and all students enrolled at SCEI.

DEFINITIONS

Appeal Committee	Relevant trainer, training coordinator / delegated person and SSO.
At Risk	A student who does not achieve at least 50% competency in a compulsory study period, or there is only one or no evidence of participation in a unit of competency, or attendance rate is under 80%.
Confirmation of Enrolment. (CoE)	A document which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular course of the registered provider
Compassionate or Compelling Circumstances	<p>Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include:</p> <ul style="list-style-type: none"> • serious illness or injury, where a medical certificate states that the student was unable to attend classes • bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided) • a traumatic experience which could include but is not limited to: <ul style="list-style-type: none"> ○ involvement in or witnessing of an accident; or ○ a crime committed against the student; or ○ the student has been a witness to a crime, and this has impacted the student (these cases should be supported by police or psychologists' reports).
Date of Result	The date in which the trainer and assessor releases the results of a unit of competency to the administration staff as well as students.
DHA	Department of Home Affairs

Domestic Student	A Domestic Student is a student who meet one of the following citizenship conditions: <ul style="list-style-type: none"> an Australian citizen a New Zealand citizen (including a diplomatic or consular representative of New Zealand, a member of the staff of such a representative or the spouse or dependent relative of such a representative) holder of an Australian permanent residency visa holder of an Australian permanent humanitarian visa
Expected duration	The expected duration of a course is the duration of the course as registered on The Australian Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The expected duration for international students should not differ from the expected duration for domestic students. The course duration includes approved holiday periods.
International Student	A person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act, but does not include students of a kind prescribed in the ESOS Regulations
Intervention	A procedure where student welfare assists students to ensure satisfactory academic progress and general wellbeing by providing specific support services to the student or referral to an external support service.
National Code	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
PRISMS	Provider Registration and International Student Management System.
Satisfactory Progress	Successfully completing or demonstrating competency in at least 50% of the course requirements in each study period
SCEI / Institute	Southern Cross Education Institute
SMS	Student Management System
Student	Active, on-campus student with a current course of enrolment with Southern Cross Education Institute. Includes a person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act, but does not include students of a kind prescribed in the ESOS Regulations
Unsatisfactory Progress	A student who does not achieve at least 50% competency for two consecutive compulsory study periods.

POLICY

- SCEI assesses each student's progress during and at the end of each compulsory study period.
- SCEI has an intervention strategy for any student that does not maintain a satisfactory course progress. It is made available to staff and students, and it specifies:
 - monitoring students' academic progress;
 - strategies to assist identified students to achieve satisfactory course progress; and
 - the process by which the intervention strategy is activated.
- SCEI'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 for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency
 - or in instances where 3.2 is not possible, advise the student to re-enrol and complete the course. This may mean that the student has to apply for course extension at additional cost/fee.

- 3.4 Informing students that unsatisfactory course progress in two consecutive study periods may result in enrolment cancellation, and for International Students, that they could be reported to the Department of Home Affairs, leading to visa cancellation, depending on the outcome of any appeals process.
- 4 SCEI assesses the students against this Policy and Procedure at the end of each compulsory study period. If a student is identified of not maintaining a satisfactory course progress, “student at risk” the intervention strategy is implemented. The intervention strategy is activated as soon as the student is identified as at risk or the latest within the first four (4) weeks on the following study period
- 5 If SCEI identifies a student as not achieving at least 50% competency for two consecutive compulsory study periods will be deemed as having made unsatisfactory course progress. SCEI will notify International Students of its intention to report the student to the Department of Home Affairs through PRISMS and notify Domestic Students of its intention to withdraw them from the course using FOR80 Notification to Defer, Suspend or Cancel Enrolment.
- 6 The written notice of informs the student that he or she can access the SCEI PP11 Complaints and Appeals Policy and Procedure and that the student has 10 working days in which to do so. A student may appeal on the following grounds:
- 6.1 SCEI failure to record or calculate a student’s marks accurately,
 - 6.2 compassionate or compelling circumstances, or
 - 6.3 SCEI has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.
- 7 If the appeal shows that there was an error in calculation, and the student has made satisfactory course progress, there is no requirement for intervention or reporting and the student may continue with their study.
- 8 If the appeals 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 Southern Cross Education Institute’s intervention strategy and Student Welfare and Southern Cross Education Institute
- 9 For International Students, SCEI must notify the Secretary of the Department of Education through PRISMS as soon as practicable of the student having unsatisfactory course progress where:
- 9.1 the student has chosen not to access the complaints and appeals processes within the 10-working day period, or
 - 9.2 the process is completed and results in a decision supporting the case for unsatisfactory course progress without compassionate or compelling circumstances.
- 9.3 the process is completed and results in a decision supporting Southern Cross Education Institute (i.e., the student’s appeal was unsuccessful).

PROCEDURE

1. Recording Academic Progress

- 1.1. The student’s academic progress shall be recorded using the record of Compliance Checklist. All students shall be deemed either ‘Competent (C)’ or ‘Not Yet Competent (NYC)’ for each unit of competency within the qualification they are enrolled. The assessment of student’s assessment tasks will be conducted by qualified assessors as per PP77 Assessment Policy and Procedure.
- 1.2. It is the responsibility of Trainers and Assessors to ensure all Compliance Checklists are accurate, entered the Student Management System and passed to the Administration staff in accordance with PP25 Effective Records Management Policy and Procedure.
- 1.3. The student management system calculates the projected academic progress for the study period, based on the total number of units that are required to be assessed and the outcome of these assessments.
- 1.4. If there were six (6) units in total assessed in a term and a student has been assessed as ‘C/TC’ in 4 units and ‘NYC’ in 2 units for the term, the student’s academic progress would look like:

1.4.1. Term 1				
2. Student Name	3. Student No.	4. Number of units assessed as 'Competent'	5. Number of units assessed as 'Not Yet Competent'	6. Academic Performance Percentage (%)
7. John Smith	7.1.1. 0012 3	7.1.2. 4	7.1.3. 2	7.1.4. 66.67 %

2. Monitoring Academic Progress

2.1. Trainer and Assessor sets the assignment due date for submission.

Note: Students may apply for extension by submitting the form FOR118 Request for Extension of Assessment Due Date to the Trainer and Assessor within 48 hours prior to due date. Maximum extension is 5 working days.

2.2. Student Support Officer (SSO) monitors and identifies students as student at risk, who did not submit their assignment as per the set due date and have not applied for extensions as per the extension guideline outlined in the PP77 Assessment policy.

2.3. The SSO can identify At Risk as any of the following scenarios:

2.3.1. Student at risk in the 1st Unit and satisfactory attendance (80% and above)

2.3.2. Student at risk in the 2nd Unit and above and satisfactory attendance (80% and above)

2.3.3. Student at risk and unsatisfactory attendance (below 80%)

3. Student at risk in the 1st Unit and satisfactory attendance (80% and above)

3.1. SSO follows the process outlined in the PP77 Assessment Policy and Procedure Point 8.

Note: No financial penalty shall be imposed. However, the student must submit the assignment within the next 3 working days.

3.2. If the student submitted the assignment within the new due date given, then the student shall continue his/her studies in the course.

3.3. If the student persists non submission in the 1st Unit, SSO follows the process outlined in the PP77 Assessment Policy and Procedure Point 8.

3.4. Upon persistent non submission in the 1st Unit, SSO issues Academic Late Submission Fee notice to the student. The notice may consist of but not limited to the following:

3.4.1. Unit Code/Name

3.4.2. Financial penalty (\$200 per unit)

3.4.3. Compulsory on-campus study session

3.4.4. Intervention Plan with the following strategies:

3.4.4.1. pay the late submission as outlined in the PP77 Assessment Policy and Procedure, point 2.5. which states: If the student fails to submit their assessment by the due date and an extension has not been approved prior to the assessment due date, the student must pay a late submission fee of \$200 for their work to be assessed. AND/OR

3.4.4.2. submit the assignment for units/s outlined by the designated due date within 5 working days. AND/OR

3.4.4.3. attend a compulsory supervised study session on the support day on campus for the next 4 weeks to ensure that the student continue to meet the course academic requirements, during this time the student will be required to work on their assessment, complete the pre-reading and other self-study requirements as outlined in the unit delivery and assessment plan.

3.5. SSO shall continue to monitor the unsatisfactory cases and identify the student's progress in the current study period.

3.5.1. If the student's progress is satisfactory, then the student shall continue his/her studies in the course.

3.5.2. If the student progress is unsatisfactory (below 50%), then SSO issues Academic Warning 1 to the student.

4. Student at risk in the 2nd Unit and above and satisfactory attendance (80% and above)

4.1. SSO follows the process outlined in the PP77 Assessment Policy and Procedure Point 8.

4.2. SSO issues Academic Warning 1 to the student. The Academic Warning 1 requires the student to make an appointment with the SSO immediately to discuss course progress and organise an Intervention Plan.

- 4.3. If the student does not make an appointment, the SSO will design an Intervention Plan in consultation with the Course Coordinator.
- 4.4. The Intervention Plan may include the following strategies:
 - 4.4.1. pay the late submission as outlined in the PP77 Assessment Policy and Procedure which states: *If the student fails to submit their assessment by the due date and an extension has not been approved prior to the assessment due date, the student must pay a late submission fee of \$200 for their work to be assessed.* AND/OR
 - 4.4.2. submit the assignment for units/s outlined within 5 working days, AND/OR
 - 4.4.3. attend a compulsory supervised study session on the support day on campus for the next 4 weeks to ensure that the student continues to meet the course academic requirements. During this time the student will be required to work on their assessment, complete the pre-reading and any other self-study requirements as outlined in the unit delivery and assessment plan. OR
 - 4.4.4. attend the non-submitted unit/s with a different cohort, which in some cases may mean that the student will be required to attend classes over four days per a week.
- 4.5. SSO shall continue to monitor and identify the student's progress in the following study period.
- 4.6. If the student's progress is satisfactory, then the student shall continue his/her studies in the course.
- 4.7. If the student progress is unsatisfactory, then SSO issues Academic Warning 2 to the student.

5. Student at risk and unsatisfactory attendance (below 80%)

- 5.1. SSO follows the process outlined in the PP77 Assessment Policy and Procedure Point 8.
- 5.2. SSO issues Academic Warning 1. The Academic Warning 1 requires the student to make an appointment with the SSO immediately to discuss course progress and organise an Intervention Plan.
- 5.3. If the student does not make an appointment the SSO will design an Intervention Plan in consultation with the Course Coordinator.
- 5.4. The Intervention Plan may include the following strategies:
 - 5.4.1. Compulsory attendance for support class during the allocated holiday period. After which, the student will be able to submit the assessment by the amended deadline of 48 hours post catch-up class., AND/OR
 - 5.4.2. attend the missed unit/s with a different cohort, which in some cases may mean that the student will be required to attend classes over four days per a week. AND/OR
 - 5.4.3. required to meet all of the attendance requirements for the current course of study as per the training plan given to the student upon enrolment.
- 5.5. SSO shall monitor and identify the student's progress in the current/following study period (depending on when the student has been identified as 'student at risk' e.g. if the student is identified as 'student at risk' at the end of study period, then SSO shall identify the student's progress in the following study period).
- 5.6. If the student's progress is satisfactory, then the student shall continue his/her studies in the course.
- 5.7. If the student progress is unsatisfactory and attendance below 80%, or if progress is unsatisfactory and the attendance is 80% and above, then SSO issues Academic Warning 2 to the student. The Academic Warning 2 requires the student to make an appointment with the SSO immediately to discuss course progress and organise an Intervention Plan.
- 5.8. If the student does not make an appointment the SSO will design an Intervention Plan in consultation with the Course Coordinator.
- 5.9. The Intervention Plan may include the following strategies:
 - 5.9.1.1. attend a compulsory supervised study session on the support day on campus for the next 4 weeks to ensure that the student continue to meet the course academic requirements. During this time the student will be required to work on their assessment, complete the pre-reading and other self-study requirements as outlined in the unit delivery and assessment plan. During this time the nominated trainer and assessor can also provide the student with detailed feedback and guideline on what gaps were identified in the assessment that must be rectified.
 - 5.9.1.2. Inform the student if in the 2 consecutive study periods, they are deemed competent in less than 50% of units attempted, the course enrolment will be cancelled, and they will be reported to DHA in the case of International Students.
- 5.10. SSO shall continue to monitor the unsatisfactory cases and identify the student's progress in the following study period.
6. If the student's progress is satisfactory, then the student shall continue his/her studies in the course.
7. If the student progress is unsatisfactory, then SSO issues Intention Letter to Report to International Students or the Intention to Withdraw for Domestic Students.
8. The student may access the Southern Cross Education Institute's PP11 Complaints and Appeals Policy and Procedure.
9. Each warning letter will be sent to the student only once.
10. Every student may receive two warning letters before receiving the Intention to Report Letter.

11. Intervention Strategy

12. The Intervention Strategy is implemented when a student is identified as being “At risk of not making satisfactory progress” or making “Unsatisfactory course progress for the study period” and activated as soon as the student is identified as at risk or the latest within the first four (4) weeks on the following study period.
13. Once Southern Cross Education Institute identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, it will implement its intervention strategy as early as practicable.
14. The SSO will activate the intervention strategy by:
 - 14.1. Contacting the student by telephone and email to arrange for an appointment.
Note – For International Students - Should contact not be made and the student fails to attend at the beginning of the next study period, he/she will be deemed to be in breach of their Visa requirements and may be reported to DHS.
 - 14.2. Recording all attempted and successful contact in the client (student) logbook of the SMS
 - 14.3. Meeting the student to discuss reasons underpinning unsatisfactory course progress
 - 14.4. Offering counselling/support/advice with a view to improving the student’s academic progress.
 - 14.5. Arrange meeting of student with trainer/training coordinator and make intervention strategy agreement
 - 14.6. The intervention strategy agreement will include, but not restricted to:
 - 14.6.1. actions to be taken by the student
 - 14.6.2. the timeframe for completing those actions
 - 14.6.3. schedule of meetings to monitor the progress of the student as the intervention strategy proceeds (these will be with a trainer/assessor or a delegated person).
 - 14.6.4. information regarding implications of not meeting satisfactory course progress requirements in two consecutive study periods
 - 14.6.5. a recommendation, if necessary, for the student to apply for an extension of course duration setting reasonable boundaries and/or timeframes on a case by case basis (if so required) to which the student must adhere. Reasonable boundaries and/or deadlines to be included.
 - 14.7. By discussing further options on how to progress in the event intervention has been unsuccessful
 - 14.8. Documenting all outcomes of student contact including discussions, actions and outcomes in the client logbook in SMS.
15. Successful intervention is indicative of a marked and lasting improvement in academic progress.
16. For intervention to be deemed unsuccessful, a student typically does not adhere to timeframes and or requirements as set out in the intervention strategy and will, as a result, be at an increased risk of not meeting course progress requirements.

17. Reporting

- 17.1. If SCEI identifies a student as not making satisfactory course progress in a second consecutive compulsory study period in a course, SCEI will notify the student of its Intention to Report (International Students) or Intention to Withdraw (Domestic Students)
- 17.2. The written notice must inform the student that he or she is able to access SCEI’s Complaints and Appeals Policy and Procedure and that the student has 10 working days in which to do so. A student may appeal on the following grounds:
 - 17.2.1. SCEI’s failure to record or calculate a student’s marks accurately; or
 - 17.2.2. compassionate or compelling circumstances; or
 - 17.2.3. SCEI has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.
- 17.3. If a student chooses not to appeal, then they shall be reported / withdrawn as indicated.

17.4. A copy of all letters, details of phone calls made, emails and any other reports and correspondence will be retained in the student's administration file.

RELATED DOCUMENTS

- LET 1st Academic Warning Letter
- LET 2nd Academic Warning Letter
- LET Intention to Report Letter
- FOR80 Notification to Defer, Suspend or Cancel Enrolment
- Academic Late Submission Fee notice
- MISC57 Intervention Strategy Agreement
- PP16 Deferring, suspending or cancelling the student's enrolment policy and procedure
- PP77 Assessment Policy
- PP11 Complaints and Appeals Policy

LEGISLATIVE CONTEXT

- Education Services for Overseas Students Act (2000)
- Education Services for Overseas Students (ESOS) Regulations 2001
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (2007); Standards 8, 10
- Standards for NVR Registered Training Organisations 2025: Standards 2.3, 2.7, 2.83.2, 3.3
- State Funding Contracts

RESPONSIBILITIES

- Chief Executive Officer
- Course Coordinators
- Student Support Officers
- Training and Campus Managers
- Compliance and Administrations Managers
- Trainers and Assessors

Author	Compliance Manager
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