



# Course Progress Monitoring Policy and Procedure (International Students)

Australian Institute of Digital Technology Pty Ltd

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#### POLICY 4

## Course Progress Monitoring Policy and Procedure (International Students)

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| <b>Document Number</b>                        | AIDT-POL-004                                                                                                                                                                                                               | <b>Version</b>          | 2.0       |
| <b>Effective Date</b>                         | 1 June 2026                                                                                                                                                                                                                | <b>Next Review Date</b> | June 2027 |
| <b>Policy Owner</b>                           | Training Manager /<br>Student Support Officer                                                                                                                                                                              | <b>Approved By</b>      | CEO       |
| <b>Applicable Legislation &amp; Standards</b> | ESOS Act 2000 (ss.19, 20, 22); National Code 2018 (Standard 8); Standards for RTOs 2025 (Standard 1); Migration Act 1958 (s.116); Student Visa Condition 8516; PRISMS; Department of Home Affairs Student Visa Instruction |                         |           |

### 1. Purpose and Regulatory Context

This policy sets out AIDT's obligations and procedures for monitoring the academic progress of all enrolled international students, identifying students who are at risk of not making satisfactory course progress, implementing and documenting intervention strategies, and — as a measure of absolute last resort — reporting non-compliant students to the Department of Home Affairs (DHA) via PRISMS.

The monitoring of course progress is one of the most significant and consequential regulatory obligations placed on CRICOS providers under the National Code 2018. It is significant because the consequences for a student — potential cancellation of their student visa and their ability to remain in Australia — are serious and life-altering. It is consequently one of the areas most closely examined by ASQA during compliance audits. AIDT's approach to course progress monitoring is accordingly designed not only to meet the letter of the regulatory requirements but to demonstrate, through thorough documentation at every stage, that AIDT has acted with genuine care for each student's individual circumstances.

AIDT's course progress monitoring process is fundamentally supportive. The goal is always to help the student succeed. Reporting a student to DHA is not a routine administrative step — it is a serious action with serious consequences, and AIDT will only take that step when it has fulfilled all its support obligations and has genuinely exhausted all reasonable intervention options.

### 2. Definition of Satisfactory Course Progress

A student is making satisfactory course progress when they are on track to complete their enrolled qualification within the duration specified on their Confirmation of Enrolment (CoE). For the purpose of AIDT's course progress monitoring process, this means the student must:

- Achieve a result of Competent in more than 50% of the units of competency scheduled for assessment in each study period (Term). 'More than 50%' means at least one more than half the total number of scheduled units — for example, in a term with 6 scheduled units, the student must be Competent in at least 4.



- Not have accumulated outstanding Not Yet Competent results that, if they remained uncorrected, would make it impossible for the student to complete the qualification within the CoE duration.
- Be attending classes and engaging with learning activities at a level that makes continued progress toward qualification completion a realistic prospect.

The study period (Term) is defined in AIDT's academic calendar, which is published on AIDT's website and provided to each student at orientation. AIDT's academic year is divided into terms of approximately 10–12 weeks. The formal course progress review is conducted at the end of each term, but informal progress monitoring is conducted continuously.

### **3. Continuous and Formal Monitoring**

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#### **3.1 Continuous Informal Monitoring**

Trainers are the first line of course progress monitoring at AIDT. They have the closest and most regular contact with students and are best placed to identify early signs of disengagement, academic difficulty, or personal circumstances that may be affecting a student's progress. Trainers are required to raise any concerns about a student's progress or wellbeing with the Training Manager or Student Support Officer as soon as they become apparent — not only at formal review points.

Triggers for informal monitoring referral include: a student consistently missing assessment due dates; a student's work quality declining significantly from earlier in the term; a student withdrawing socially or showing signs of personal distress; unexplained absences; or any other observation that gives the trainer reasonable concern about the student's trajectory.

#### **3.2 Formal End-of-Term Review**

At the close of each study period, the Training Manager conducts a formal course progress review for all enrolled international students. The review is conducted within 5 business days of the last assessment due date for the term. The review uses AIDT's student management system to generate an individual progress report for each student, showing: the units scheduled for the term; the result for each unit (Competent, Not Yet Competent, Withdrawn, or still in progress); and the student's cumulative progress toward qualification completion. Students who have not achieved Competent in more than 50% of scheduled units are identified as not making satisfactory course progress.

### **4. Intervention — Category 1 (First Instance)**

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Where a student fails to make satisfactory course progress at the end of a study period for the first time, the following intervention procedure is initiated. This process must be completed within the timeframes specified — delays are not acceptable and may constitute a compliance breach.



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| 1 | <b>WARNING LETTER</b> — The Training Manager issues a Category 1 Warning Letter to the student within 5 business days of the formal progress review. The letter is sent by email to the student's registered email address with a delivery and read receipt requested. A physical copy is placed on the student's file. The letter must clearly state: the specific result that has triggered the warning (i.e. the number of units scheduled, the number achieved as Competent, and the shortfall); the regulatory significance of the warning and what a second instance of unsatisfactory progress could lead to; the student's obligation to attend a mandatory Intervention Strategy Meeting; and the date, time, and location of the meeting (or instructions for how to schedule it). A copy of the letter is retained on the student's file indefinitely. |
| 2 | <b>INTERVENTION STRATEGY MEETING</b> — The mandatory Intervention Strategy Meeting is held within 5 business days of the issue of the Warning Letter. The meeting is attended by the student (attendance is compulsory — the student will be contacted multiple times if they do not respond), their primary trainer, and the Student Support Officer. The Training Manager chairs the meeting. The meeting must cover: the specific academic results that triggered the warning; the reasons for the unsatisfactory performance, as identified by both the trainer and the student; whether there are compassionate and compelling circumstances that have contributed to the underperformance (see Section 6); what specific actions the student will take to improve their performance in the next term; and what additional support AIDT will provide.        |
| 3 | <b>INTERVENTION STRATEGY DOCUMENT</b> — The agreed intervention strategies are recorded in writing on AIDT's Intervention Strategy Form. The document must be specific: it must list each action to be taken, the party responsible for taking it, and a target date. Generic commitments such as 'student will try harder' are not acceptable. Both the student and the Training Manager sign the Intervention Strategy Form. A copy is given to the student and to the student's trainer. The original is placed on the student's file.                                                                                                                                                                                                                                                                                                                         |
| 4 | <b>MONITORING DURING THE FOLLOWING TERM</b> — The Training Manager and the student's trainer are responsible for monitoring the student's engagement with the agreed intervention strategies throughout the following term. Where a student is not engaging with the agreed strategies, the trainer must escalate to the Training Manager immediately. A mid-term progress check is documented on the student's file for all students on intervention plans.                                                                                                                                                                                                                                                                                                                                                                                                      |
| 5 | <b>END-OF-TERM REVIEW</b> — At the end of the following term, the Training Manager conducts the formal progress review for the student. If the student has made satisfactory progress, this is recorded and the intervention plan is marked as completed successfully. If the student has again failed to make satisfactory progress, the Category 2 procedure is initiated (see Section 5).                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

If a student does not attend the mandatory Intervention Strategy Meeting and does not provide an acceptable explanation within 2 business days of the scheduled meeting time, the Training Manager must make at least two further contact attempts by alternative means (phone call and email) documented on file. If the student remains uncontactable after 5 business days, the Training Manager escalates to the CEO, who will determine whether the matter requires escalation to DHA reporting under Category 2 procedures.

## 5. Intervention — Category 2 (Second Consecutive Instance — ITR)

Where a student fails to make satisfactory course progress in two consecutive study periods, and the Training Manager is satisfied that: (a) the Category 1 process was correctly followed in relation to the first instance; (b) there are no unresolved compassionate and compelling circumstances that explain the ongoing underperformance; and (c) all reasonable intervention options have been exhausted, AIDT must initiate the Intention to Report (ITR) process.

Before initiating the ITR process, the Training Manager must obtain the written approval of the CEO. The CEO will review the student's file — including the Category 1 Warning Letter, the Intervention Strategy Form, the mid-term monitoring record, and the second-term progress review results — to confirm that all required steps have been taken and documented correctly. Only if the CEO is satisfied that the process has been conducted in full compliance with this policy will approval to issue the ITR be given.

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| 1 | ISSUE OF ITR LETTER — The ITR letter is issued to the student by email and registered post. The letter must state: the fact that AIDT intends to report the student to the Department of Home Affairs on the grounds of unsatisfactory course progress; the specific evidence on which this determination is based (i.e. the results for the two consecutive terms); the student's right to appeal AIDT's decision through AIDT's Complaints and Appeals process (AIDT-POL-009) within 20 working days of the date the letter is issued; and confirmation that AIDT will not take action to report the student while the 20-working-day appeal period is active or while an appeal is being processed. The date of issue is recorded on the student's file. |
| 2 | APPEAL PERIOD — The student has 20 working days from the date of the ITR letter to lodge an appeal with AIDT. During this period, the student's enrolment remains active and AIDT will not report to DHA. If the student lodges an appeal within 20 working days, AIDT processes the appeal in accordance with AIDT-POL-009. The outcome of the appeal — together with full reasons — is communicated to the student in writing. If the appeal is upheld, the ITR is withdrawn and the student continues their enrolment with a revised intervention plan. If the appeal is not upheld, the DHA reporting process proceeds.                                                                                                                                 |
| 3 | DHA REPORTING — If no appeal is lodged within 20 working days, or if an appeal is lodged and is unsuccessful, AIDT reports the student to DHA via PRISMS within 5 business days of the expiry of the appeal period or the notification of the unsuccessful appeal outcome. The PRISMS report is made by the CEO or their delegate and is documented on the student's file, including the date and time of the report, the reporting officer's name, and the specific grounds cited.                                                                                                                                                                                                                                                                         |
| 4 | POST-REPORTING — Following the PRISMS report, AIDT notifies the student in writing that the report has been made. The notification advises the student that the matter is now in the hands of DHA and that they should seek independent immigration advice immediately. AIDT provides the student with the DHA general enquiries number (131 881) and the contact details for Victoria Legal Aid (1300 792 387) and the Immigration Advice and Rights Centre (03 9629 1594).                                                                                                                                                                                                                                                                                |

Reporting a student to DHA may result in the cancellation of that student's Student Visa, their removal from Australia, and long-lasting impacts on their ability to apply for Australian visas in the future. AIDT takes this responsibility extremely seriously. The Training Manager and CEO must be certain — and must be able to demonstrate



through documentation — that every required step has been taken, every opportunity for intervention has been genuinely offered, and that the decision to report has been made with full regard to the student's welfare and individual circumstances.

## **6. Compassionate and Compelling Circumstances**

Throughout the course progress monitoring process — from the first informal trainer concern through to the Category 2 review — AIDT must give genuine and documented consideration to whether the student's unsatisfactory performance is explained by compassionate and compelling circumstances. This is not a box-ticking exercise. AIDT's staff are required to ask about circumstances, to listen carefully to what students share, to follow up on what is disclosed, and to document their assessment of whether the circumstances are genuine, involuntary, and outside the student's reasonable control.

Circumstances that AIDT accepts as compassionate and compelling for the purposes of course progress monitoring include, but are not limited to:

- Serious illness or injury, supported by a medical certificate from a registered health practitioner that specifies the nature of the condition, its likely duration, and its impact on the student's ability to study.
- Death or serious illness of an immediate family member (parent, sibling, spouse, or child), where the circumstances are explained by documentary evidence such as a death certificate, medical records, or a statutory declaration.
- A traumatic event such as serious assault, family violence, or a natural disaster affecting the student or their immediate family, whether in Australia or overseas.
- A significant and unexpected failure in AIDT's delivery of the course — for example, a trainer leaving mid-term without replacement, or a critical failure of the learning management system affecting access to course materials — that has materially disadvantaged the student.
- Serious visa-related stress or uncertainty arising from circumstances outside the student's control, such as DHA processing delays or a dependent's serious illness.

The following are NOT accepted as compassionate and compelling circumstances: financial difficulty resulting from the student accepting excessive paid employment in breach of their visa conditions; dissatisfaction with AIDT's teaching staff without a formal complaint having been lodged; personal preference to study a different course; or social and cultural adjustment difficulties that, while genuinely difficult, do not rise to the level of a trauma or medical condition. Students experiencing general adjustment difficulties should be referred to AIDT's Student Support Officer for welfare support.

Where compassionate and compelling circumstances are identified and accepted, AIDT documents this on the student's file and records the specific circumstances, the evidence provided, the decision made, and its rationale. The student's course progress monitoring clock may be paused or reset depending on the nature and duration of the circumstances.

## 7. Records

AIDT maintains comprehensive, contemporaneous records of all course progress monitoring activity for every enrolled international student. These records must be maintained in a way that would allow an ASQA auditor to reconstruct, from the student's file alone, the complete history of AIDT's monitoring, intervention, and (where applicable) reporting activities for that student. Records must include: the formal end-of-term progress review for each study period; all correspondence with the student relating to course progress; the Category 1 Warning Letter; the Intervention Strategy Form signed by both parties; the mid-term monitoring record; the Category 2 ITR letter (where applicable); appeal records (where applicable); and the PRISMS report record (where applicable). All records are retained for a minimum of 7 years.

## 8. Related Documents

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| <b>AIDT-POL-005</b>  | Attendance Monitoring Policy       |
| <b>AIDT-POL-006</b>  | Student Visa Compliance Policy     |
| <b>AIDT-POL-007</b>  | Course Variation Policy            |
| <b>AIDT-POL-009</b>  | Complaints and Appeals Policy      |
| <b>AIDT-FORM-020</b> | Category 1 Warning Letter Template |
| <b>AIDT-FORM-021</b> | Intervention Strategy Form         |
| <b>AIDT-FORM-022</b> | Category 2 / ITR Letter Template   |
| <b>AIDT-FORM-023</b> | Mid-Term Monitoring Record         |