

PP8.2 Course Progression & Monitoring Policy and Procedure

Policy area	PP8.2 Student Administration / International Student Compliance
Standards	National Code 2018, Course progression and attendance monitoring requirements, Standard 8 (8.9 to 8.17)
Responsibility	Academic Manager / Student Services Manager/Compliance Manager
Classification	Internal only

1. Policy Statement

Sydney City College of Management (SCCM) is committed to supporting international students in achieving satisfactory course progress, as required by Standard 8 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (National Code 2018). This policy outlines the procedures for recording, monitoring, and assessing student progress, implementing proactive intervention strategies, and fulfilling reporting obligations to the Department of Home Affairs (DHA) via the Provider Registration and International Student Management System (PRISMS). SCCM aims to provide a supportive academic environment, ensuring students meet their visa conditions while receiving tailored assistance to overcome academic challenges.

2. Definitions

- **Confirmation of Enrolment (CoE):** An official document issued to international students, specifying the course, duration, and study conditions, as registered in PRISMS.
- **Competent (C):** A result indicating that a student has met the required performance standards for a unit of study.
- **Not Yet Competent (NYC):** A result indicating that a student has not yet met the required performance standards for a unit.
- **Satisfactory Course Progress:** Achieving a Competent (C) result in more than 50% of the units enrolled in a study term.
- **Unsatisfactory Course Progress:** Achieving a Not Yet Competent (NYC) result in 50% or more of the units enrolled in a study term.
- **At Risk:** A student who is in danger of not meeting course requirements due to:
 - Receiving an NYC result in any second, fourth, sixth, etc., unit during a term.
 - Poor performance, low attendance, or lack of engagement, as identified by trainers.
 - Having outstanding NYC units in the final 5 weeks of a course.
- **Academic Probation:** A formal warning status applied to students who fail 50% or more of units in a study term, triggering mandatory intervention.

- **Intervention Strategy:** A documented, individualized plan to support at-risk students in achieving satisfactory course progress.
- **Study Term:** A 10-week period of scheduled training and assessment, typically comprising multiple units.
- **Provider Registration and International Student Management System (PRISMS):** The Australian Government's online system for managing international student enrolments and reporting to DHA.
- **Student Management System (SMS):** SCCM's internal digital platform for recording student details, results, and progress.
- **Compassionate or Compelling Circumstances:** Circumstances beyond a student's control, such as serious illness, bereavement, or traumatic events, supported by evidence (e.g., medical certificates, statutory declarations).
- **Packaged Course:** A sequence of qualifications (e.g., Certificate IV followed by a Diploma) that a student must complete progressively.

3. Recording Course Progress

Accurate and timely recording of student results is critical to monitoring progress and ensuring compliance with the National Code 2018.

3.1 Trainer Responsibilities

- **Assessment Results:**
 - Trainers must evaluate each assessment based on the criteria in the marking guide provided for each unit.
 - Results must be recorded in the marking guide, including:
 - Student name and ID.
 - Unit code and title.
 - Assessment title or code.
 - Result (Competent or Not Yet Competent, or other grading as applicable).
 - Date of assessment completion.
 - Feedback or comments (if required).
 - For resubmitted assessments, trainers must record both the original and revised results, noting the resubmission date.
- **Tools:**
 - Marking guides may be paper-based or digital (e.g., Excel, PDF, or integrated into the SMS or learning management system).
 - Trainers must use the designated format to ensure consistency and auditability.
- **Timeline:**
 - Assessment results must be recorded within 7 working days of submission.
- **Accuracy:**

- Trainers must verify the accuracy of all entries and cross-check against assessment criteria.
- Errors must be corrected promptly, with notification to the Academic Manager if significant.

3.2 Submission of Final Unit Results

- Process:
 - Upon unit completion, trainers compile all assessment results to determine the final unit outcome (C or NYC).
 - Final results are submitted to Student Services in the prescribed format (e.g., digital form, spreadsheet, or direct SMS entry if trainers have access).
 - Submissions must include:
 - Unit code and title.
 - Student name and ID.
 - Final result (C or NYC).
 - Date of unit completion.
 - Trainer's signature or digital approval.
- Timeline:
 - Final unit results must be submitted within 5 working days of unit completion.
- Verification:
 - Trainers must ensure all results are complete and accurate before submission.
 - Incomplete submissions (e.g., missing results or documentation) must be resolved within 2 working days of notification from Student Services.

3.3 Student Services Responsibilities

- Data Entry:
 - Student Services enters final unit results into the SMS within 14 working days of receipt from trainers.
 - Entries must include:
 - Student ID and name.
 - Unit code and title.
 - Result (C or NYC).
 - Date of completion.
 - Any relevant notes (e.g., resubmissions or special considerations).
- Quality Assurance:
 - A second staff member may review entries for accuracy, particularly for large cohorts.

- Discrepancies are corrected immediately, with trainers notified if clarification is needed.
- Record Keeping:
 - Copies of submitted results are archived (digitally or physically) for at least 7 years for auditing purposes.
- Security:
 - Only authorized Student Services staff with SMS credentials may enter or edit results.
 - Staff must follow data protection protocols, including secure logins and confidentiality.

3.4 Student Access to Results

- Student Portal:
 - Students can access their results via the SCCM student portal, which displays:
 - Completed units and results (C or NYC).
 - Progress toward course completion.
 - Enrolment status.
 - Students receive login credentials upon enrolment and can request support for portal access from Student Services.
- Transcripts:
 - Students may request an official transcript via email, in person, or through the student portal.
 - Requests must include:
 - Student name and ID.
 - Preferred delivery method (e.g., email, mail, or pickup).
 - Specific units or qualifications to include (if applicable).
 - Transcripts are processed within 5 working days, subject to identity verification and payment of any fees (e.g., for printed copies).
 - Digital transcripts via the portal are free; printed transcripts may incur a nominal fee as per SCCM's fee policy.

4. Monitoring Course Progress

SCCM proactively monitors student progress to identify and support at-risk students early in the study term.

4.1 Monitoring Frequency

- Student Services reviews progress after every two completed units in a 10-week study term (approximately weeks 4 and 8).
- Additional monitoring occurs if trainers report concerns about performance, attendance, or engagement.

4.2 Identifying At-Risk Students

- Criteria:
 - A student is flagged as “At Risk” if they:
 - Receives an NYC result in any second, fourth, sixth, etc., unit.
 - Achieving Not Yet Competent (NYC) in 50% or more of enrolled units.
 - Are identified by trainers as underperforming, disengaged, or having attendance below 80%.
 - Have outstanding NYC units in the final 5 weeks of a course.
- Trainer Input:
 - Trainers must report concerns to Student Services within 3 working days of identifying issues, using a standardized Form or writing in email.
 - Concerns may include missed assessments, poor participation, or language difficulties.

4.3 Notification of At-Risk Status

- Warning Letter:
 - Student Services issues a formal warning letter to at-risk students through Wisenet and the student portal.
 - The letter includes:
 - Details of the NYC result or concern.
 - An invitation to an intervention meeting.
 - Information on support services available.
 - Letters are issued within 3 working days of identifying at-risk status.
- Documentation:
 - All warning letters are recorded in the Wisenet and archived for compliance purposes.

5. Assessing Course Progress

At the end of each 10-week study term, Student Services assesses whether students have achieved satisfactory course progress.

5.1 Assessment Process

- Criteria:
 - **Satisfactory progress:** Achieving Competent (C) in more than 50% of enrolled units.
 - **Unsatisfactory progress:** Achieving Not Yet Competent (NYC) in 50% or more of enrolled units.
- Review:
 - Student Services compiles all unit results from the SMS.
 - Results are cross-checked for accuracy against trainer submissions.

- Outcome Notification:
 - Students with satisfactory progress receive confirmation via the student portal.
 - Students with unsatisfactory progress are placed on Academic Probation and issued an Unsatisfactory Course Progress Notification.

5.2 Academic Probation

- Process:
 - Students failing 50% or more units are notified of Academic Probation status via a formal letter (email and portal).
 - The letter outlines:
 - Units failed (NYC).
 - Implications for visa compliance.
 - Requirement to attend an intervention meeting.
 - Appeal rights and process.
- Timeline:
 - Notifications are issued within 5 working days of term-end assessment.

5.3 Consecutive Unsatisfactory Progress

- Students who fail to achieve satisfactory progress in two consecutive terms, despite intervention, receive an Intention to Report notice.
- This notice informs the student of SCCM's intent to report unsatisfactory progress to DHA via PRISMS.

6. Intervention Strategies

SCCM implements tailored intervention strategies to support at-risk students and prevent unsatisfactory progress.

6.1 Triggers for Intervention

Intervention is initiated if a student:

- Receives an NYC result in any second, fourth, sixth, etc., unit.
- Is identified by trainers as underperforming, disengaged, or having low attendance.
- Fails 50% or more units in a term (triggering Academic Probation).
- Has outstanding NYC units in the final 5 weeks of a course.

6.2 Intervention Meeting

- Scheduling:
 - A formal meeting is scheduled within 5–7 working days of issuing the at-risk or probation notification.
 - Meetings are conducted by the Academic Manager or a Student Services Officer, with the student's trainer invited if relevant.
- Process:

- The meeting assesses the student's academic and personal circumstances, including:
 - Reasons for poor performance (e.g., language barriers, personal issues).
 - Engagement and attendance records.
 - Previous intervention efforts (if applicable).
- A tailored intervention strategy is developed, documented, and signed by the student and staff member.
- Documentation:
 - The intervention plan is recorded in the SMS and shared with the student via email or the portal.
 - Plans include specific actions, timelines, and review dates.

6.3 Examples of Intervention Strategies

Intervention plans may include one or more of the following, based on the student's needs:

- Academic Skills Support:
 - Workshops on study techniques, time management, or exam preparation.
 - One-on-one tutoring sessions with qualified staff.
- Language, Literacy, and Numeracy (LLN) Support:
 - Referral to LLN programs or English language courses.
 - Provision of additional resources (e.g., writing guides, language apps).
- Re-assessment Opportunities:
 - Scheduled re-assessments for NYC units, with clear deadlines.
 - Additional feedback or preparatory sessions before re-assessment.
- Study Groups or Mentoring:
 - Assignment to peer study groups or a mentor (e.g., a high-performing student or trainer).
- Personal Counselling and Wellbeing Support:
 - Referral to SCCM's counselling services for personal or mental health challenges.
 - Support for stress management or work-life balance.
- Reduced Course Load:
 - Temporary reduction in enrolled units, subject to DHA approval and CoE amendment.
 - Limited to cases with compelling circumstances (e.g., medical issues).
- External Referrals:
 - Referral to external services for complex issues (e.g., legal, financial, or medical support).
- Course or Unit Transfer:

- Transfer to alternative units or qualifications better suited to the student's abilities, subject to DHA approval.
- Monitoring:
 - Regular check-ins (e.g., weekly or biweekly) to track progress against the intervention plan.

6.4 Implementation and Follow-Up

- Timeline:
 - Intervention actions begin within 5 working days of the meeting.
 - Progress is reviewed at least once per term or as specified in the plan.
- Documentation:
 - All actions, outcomes, and communications are recorded in the SMS.
 - Students receive updates on their progress via email or the portal.
- Student Responsibilities:
 - Students must actively participate in the intervention plan and meet agreed timelines.
 - Failure to engage may escalate to an Intention to Report.

7. Intention to Report and Appeals

7.1 Intention to Report

- Criteria:
 - Issued to students who fail to achieve satisfactory progress in two consecutive terms, despite implemented intervention strategies.
- Process:
 - An Intention to Report letter is issued via email and the student portal, including:
 - Details of unsatisfactory progress (units NYC outcome, terms affected).
 - SCCM's intent to report to DHA via PRISMS.
 - The student's right to appeal within 20 working days.
 - Instructions for continuing class attendance during the appeal process.
- Timeline:
 - Letters are issued within 5 working days of confirming consecutive unsatisfactory progress.

7.2 Appeal Process

- Lodging an Appeal:
 - Students must submit a written appeal within 20 working days to the Academic Manager via email or the student portal or in person.
 - Appeals must include:

- Grounds for appeal (e.g., compassionate circumstances, procedural errors).
- Supporting evidence (e.g., medical certificates, statutory declarations).
- Valid Grounds for Appeal:
 - Compassionate or compelling circumstances (e.g., serious illness, family bereavement).
 - Incorrect recording of academic results (e.g., errors in marking or SMS entry).
 - Failure to implement or allow sufficient time for an intervention strategy.
 - Non-compliance with SCCM's Course Progression Policy.
- Appeal Review:
 - The Academic Manager reviews the appeal within 10 working days, consulting trainers or other staff as needed.
 - Students may be invited to a meeting to discuss their appeal.
 - Outcomes are communicated in writing, including reasons for the decision.
- External Appeal:
 - If the internal appeal is unsuccessful, students may lodge an external appeal with the Overseas Students Ombudsman within 10 working days.
 - SCCM provides contact details for the Ombudsman in the appeal outcome letter.

7.3 DHA Reporting

- Process:
 - If no appeal is lodged within 20 working days, or the appeal is unsuccessful, SCCM notifies DHA via PRISMS within 5 working days.
 - The notification includes:
 - Student name and ID.
 - Details of unsatisfactory progress.
 - Intervention strategies attempted.
 - Appeal outcome (if applicable).
- Student Notification:
 - Students are informed of the PRISMS report via email and the portal.
 - Students are advised to contact DHA regarding visa implications.

8. Course Duration and Extension

8.1 Monitoring Course Duration

- SCCM ensures students complete their course within the duration specified in their CoE, as registered in PRISMS.
- Student Services monitors enrolment and progress to confirm timely completion.

- Any risk of non-completion is addressed through early intervention.

8.2 Permitted Extensions

- Criteria:
 - Extensions are permitted only for:
 - Compassionate or compelling circumstances (e.g., medical issues, documented with evidence).
 - Implementation of an intervention strategy requiring additional time.
 - An approved deferral or suspension of studies (e.g., for medical or personal reasons).
- Process:
 - Students must apply for an extension via a formal request to Student Services, including supporting evidence.
 - The Academic Manager reviews the request and approves or denies it within 10 working days.
 - If approved, a new CoE is issued, and DHA is notified via PRISMS within 5 working days.
- Documentation:
 - All extension requests and outcomes are recorded in the SMS and archived.

9. Online/Distance Delivery

- SCCM does not deliver CRICOS-registered courses to international students via online or distance modes, except under DHA-approved emergency provisions (e.g., during pandemics).
- All delivery is face-to-face at SCCM's campus, ensuring compliance with visa conditions.
- Temporary online delivery, if approved, is monitored to ensure equivalent academic rigor and engagement.

10. Packaged Course Progression

- Requirement:
 - Students enrolled in a packaged course (e.g., Certificate IV + Diploma) must successfully complete each qualification before progressing to the next.
- Monitoring:
 - Student Services tracks progress to ensure completion of prerequisite qualifications.
 - Results for each qualification are recorded in the SMS and reported to PRISMS as needed.
- Support:
 - Students at risk of not completing a qualification receive intervention support to avoid delays in progression.

- Notification:
 - Students are informed of their progression status via the student portal and email.

11. Compliance and Auditing

- Record Keeping:
 - All records (marking guides, results, intervention plans, appeal documents) are retained for at least 7 years for auditing purposes.
 - Records are stored securely in the SMS or physical archives, with access restricted to authorized staff.
- Audits:
 - SCCM conducts internal audits annually to ensure compliance with this policy and the National Code 2018.
 - External audits by regulators (e.g., ASQA, DHA) may occur, and SCCM provides full access to records.
- Non-Compliance:
 - Breaches of this policy (e.g., late result submission, failure to implement interventions) are reported to the Academic Manager for corrective action.

12. Support and Training

- Trainer Training:
 - Trainers receive onboarding and annual training on:
 - Using marking guides and recording results.
 - Identifying at-risk students.
 - Supporting intervention strategies.
- Student Services Training:
 - Staff are trained on:
 - SMS operation and data entry.
 - PRISMS reporting requirements.
 - Student privacy and data protection.
 - Handling appeals and complaints.
- Student Support:
 - Students receive an orientation session on accessing the student portal, understanding course progress, and seeking support.
 - Guides and FAQs are available on the portal, and Student Services offers one-on-one assistance.

13. Contact Information

- Student Services:

- Email: studentsupport@sccm.edu.au
- Phone: +61 (2) 8872 0435
- Office Hours: Monday–Friday, 9:00 AM–5:00 PM
- Location:
 - 2/17 Macquarie Street, Parramatta NSW 2150
 - 25 Cavanagh Street, NT-0800
 - 8/50 Grenfell Street, Adelaide SA 5000
- Student Portal Helpdesk:
 - Email: studentsupport@sccm.edu.au
 - Phone: +61 (2) 8872 0435
- Overseas Students Ombudsman:
 - Website: www.ombudsman.gov.au
 - Phone: 1300 362 072 (within Australia)

14. Related documents to consider with this policy

- Student Attendance Policy
- Complaints Handling Policy
- Appeals Handling Policy
- International Student Handbook
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15. References to Standard 8 of the National Code 2018, Overseas student visa requirements, monitoring overseas student progress, attendance and course duration

1. Course Progress Monitoring

- VET providers must monitor and record each student's academic progress.
- This includes checking whether students are successfully completing their units of competency during each study period.

2. Attendance Monitoring

- VET providers are not required to monitor attendance unless specifically instructed by their ESOS agency.
- If required, attendance must be at least 80% of scheduled contact hours.

3. Support for At-Risk Students

- Providers must have a documented intervention strategy to support students who are not making satisfactory progress.
- This includes identifying students early, notifying them, and offering academic support or counselling

4. Completion Within CoE Duration

- Students must complete their course within the timeframe listed on their Confirmation of Enrolment (CoE).
- Extensions are only allowed for:
 - Compassionate or compelling circumstances
 - Approved deferment or suspension
 - Intervention strategies in place for academic issues

5. Reporting to PRISMS

- If a student fails to meet course progress requirements and does not appeal or loses their appeal, the provider must report them via PRISMS, which may affect their visa.

Document Version Control

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