



## Course Progress and Completion Policy

### 1. Purpose

The purpose of this Policy is to:

- Monitor and support students' course progress and attendance requirements.
- Identify students at risk of not meeting academic or attendance requirements early.
- Provide targeted support and interventions for students at risk.
- Ensure compliance with:
  - **Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018;**
  - **Standards for RTOs 2025**, especially regarding learner support and monitoring progress;
- Ensure students complete their course within the duration of their **Confirmation of Enrolment (CoE)**, unless an extension is justified.
- Provide advice to overseas students regarding the potential impact of course progress on their visa status.

### 2. Scope

This policy applies to all prospective and enrolled **local and international students** at **ALACC Health College Australia (ALACC)**.

### 3. Definitions

Term	Definition
ALACC	Australasian Lawrence Aged Care College Pty Ltd
At Risk	A student failing assessments, failing to meet attendance requirements, or otherwise at risk of not successfully completing course requirements.
CoE	Confirmation of Enrolment



Term	Definition
Compassionate or Compelling Circumstances	Circumstances beyond the student's control impacting wellbeing or academic progress (e.g., serious illness, death of family member, natural disaster, etc.).
Course	A program of education or training defined under the ESOS Act and Standards for RTOs 2025.
Course Requirements	Required assessments, activities, attendance, and practical tasks for successful course completion.
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
ESOS Act	Education Services for Overseas Students Act 2000
Expected Duration	Length of course completion as per the CoE and CRICOS registration.
Intervention Strategy	Targeted academic support and/or welfare interventions to assist students at risk.
National Code	National Code of Practice for Providers of Education and Training to Overseas Students 2018
PRISMS	Provider Registration and International Student Management System
Satisfactory Attendance	Minimum attendance of <b>80%</b> of scheduled classes over the Study Period.
Satisfactory Progress	Completion of at least <b>50%</b> of course units each Study Period and Satisfactory Attendance.
Study Period	10 weeks for short courses; 20 weeks for most VET courses; 26 weeks for others, as defined by course duration.
Unit	Unit of competency within a qualification.
Unsatisfactory Progress	Not successfully completing at least 50% of required units or meeting attendance in a Study Period.

## 4. Procedure

### 4.2 Monitoring and Recording Course Progress

- ALACC regularly monitors student academic progress and attendance through assessments and observation.
- Student progress is formally assessed at the **end of each Study Period**.
- Students identified as **At Risk** will be contacted via email or SMS.
- Records of monitoring outcomes will be maintained in the Student Management System (SMS).



- Early intervention is triggered if a student shows signs of risk **before** the end of a Study Period.

### 4.3 Intervention Strategy

**At Risk students** (e.g., those failing units or absent for 5 consecutive days) will:

- Be contacted and scheduled for a support meeting.
- Have an individualised **Intervention Strategy** developed, which may include:
  - Additional academic support (1:1 or small group tuition)
  - Catch-up classes or reassessment opportunities
  - English language support
  - Student counselling services
  - Review or restructure of study load
  - Course deferment if necessary
- Participation in the Intervention Strategy is strongly encouraged.

**Non-participation** may result in:

- Reporting to government authorities via PRISMS
- Visa cancellation for international students
- Impacts on funding and loans (if applicable)

### 4.3 Consequences of Unsatisfactory Progress

If a student fails to achieve **Satisfactory Progress** in **two consecutive Study Periods**, ALACC will:

- Issue a **Notice of Intention to Report**.
- Provide **20 working days** for the student to appeal internally.
- If the student does not appeal, or if the appeal is unsuccessful, ALACC will report the student in PRISMS.

### 4.4 Appeals

Students can appeal a **Notice of Intention to Report** on the following grounds:

- Inaccurate recording or calculation of marks.
- Compassionate or compelling circumstances.



- Failure by ALACC to implement its Intervention Strategy properly.

Appeals must:

- Be submitted in writing (via portal, email or direct submission).
- Be lodged within **20 working days** of the notice.

If the internal appeal is unsuccessful, the student may seek **external review** following ALACC's Complaints and Appeals Policy.

If the external review upholds ALACC's decision, ALACC will report the student via PRISMS.

## 4.5 Course Completion

To successfully complete their course, students must:

- Satisfactorily complete all required units.
- Meet all attendance and assessment requirements.
- Discharge any financial obligations to ALACC.
- Return all ALACC property.

Upon confirmation, ALACC will:

- Validate the completion requirements.
- Notify relevant authorities.
- Issue qualifications or Statements of Attainment as appropriate.

## 5. Legislation/Standards

- **Standards for RTOs 2025** (especially Clause 2.2, Clause 2.3, Clause 4.1, Clause 5.1–5.3)
- **National Code Standard 8** – Overseas student visa compliance requirements
- **Education Services for Overseas Students Act 2000 (ESOS Act)**
- **ANMAC Registered Nurse Accreditation Standards 2019** (if applicable)

### Responsibilities

- **CEO:** Overall responsibility for policy implementation, reporting, and compliance.
- **Course Coordinators:** Develop, monitor, and review Intervention Strategies.
- **Trainers and Assessors:** Identify students at risk early and refer for intervention.
- **Students:** Engage proactively with support strategies and comply with academic and attendance requirements.



## 6. Non-Compliance

- Suspected breaches must be reported to the CEO.
- Complaints regarding application of this policy will be handled under ALACC's **Complaints and Appeals Policy**.

## 7. Supporting Documents/Related Policies

- Complaints and Appeals Policy
- Continuous Improvement Policy
- Student Support and Welfare Policy
- Privacy Policy
- Enrolment Agreement
- Equal Opportunity Policy
- Student Handbook

## 8. Record Keeping

- Academic Records
- Attendance Records
- Intervention Strategy documentation
- Meeting minutes
- Progress Reports

## 9. Document Control

Policy:	Course Progress and Completion Policy
Policy owner:	CEO / Director of Studies
Reviewed by:	Compliance Team
Approval authority:	Dr Janet Lawrence, D.Ed., FACN CEO/Director of Studies
Last Review date:	April 2025
Version:	2025.1
Next review:	April 2027
Summary of changes:	The revised policy updates terminology, strengthens early intervention and monitoring procedures, and aligns fully with the Standards for RTOs 2025 and National Code Standard 8. Minor structural and language improvements were also made for better clarity and consistency.

