

# Course Progress and Intervention Policy and Procedure

(January 2026)

---

*(International Students Only)*

In accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, TACIS proactively monitors, reviews, and assesses student course progress to identify students at risk of not meeting course progress requirements. Where a student is identified as at risk, TACIS will implement a documented Intervention Strategy to support the student's academic progression.

TACIS reports international students on course progress, while continuing to monitor attendance as a supporting indicator. Students who fail to meet satisfactory course progress requirements in two consecutive study periods may have their enrolment cancelled and be reported to the relevant government authorities via PRISMS.

## **Monitoring Course Progress**

TACIS monitors, records, and assesses student course progress to ensure students can complete their course within the expected duration specified on their Confirmation of Enrolment (CoE). Monitoring includes progress in each unit of competency against the approved training and assessment schedule.

## **Monitoring Measures**

TACIS ensures effective course progress monitoring through the following measures:

### **1. Student Awareness**

- This policy is included in the Student Handbook, provided prior to enrolment and available on the TACIS website.
- Course progress requirements are explained during Orientation.

### **2. Staff Awareness**

- Trainers, assessors, and relevant staff are informed of course progress requirements through meetings and internal communications.

### **3. Trainer and Assessor Reporting**

- Trainers and assessors identify and report students who are not progressing satisfactorily to the Program Manager.

- Attendance concerns are also reported where relevant.

#### **4. Regular Review**

- Formal course progress assessments are conducted at the end of each study period.
- Ongoing monitoring occurs monthly via reports generated from the Student Management System and verified against each student's training plan.

#### **5. Early Intervention**

- Students identified as at risk before the end of the first study period are contacted and issued a **First Warning Letter**, and an intervention strategy is implemented.

#### **6. Escalation**

- If unsatisfactory progress continues into the second study period, a Second Warning Letter is issued and the intervention strategy is continued and reviewed.

#### **7. Intention to Report**

- If a student fails to achieve satisfactory course progress after two consecutive study periods, TACIS will issue an **Intention to Report for Unsatisfactory Course Progress** and report the student to **DESE** and the **Department of Home Affairs** via PRISMS, subject to appeals.

All monitoring actions and decisions are documented and retained on the student's file.

#### **Intervention Strategy**

The purpose of the intervention strategy is to support students to regain satisfactory course progress. Intervention strategies may include, but are not limited to:

- additional or targeted support classes;
- individual counselling sessions with the Program Manager or RTO Manager;
- individual case management and study planning;
- referral to an external counsellor for personal or wellbeing issues impacting progress;
- reduction of course load with an updated training plan (where permitted);
- opportunities for reassessment in accordance with assessment policy.

#### **Managing Intervention**

- Intervention strategies are formally agreed with the student and documented.
- The **Program Manager** monitors the intervention program closely.
- Weekly meetings may be scheduled during the intervention period to review progress and corrective actions.
- Evidence of support provided and outcomes achieved is retained on the student's file.
- Intervention outcomes are reviewed at management meetings for continuous improvement.

### **Reporting Obligations**

Where TACIS assesses an international student as not achieving satisfactory course progress:

- The student will be notified in writing of the concern and TACIS's intention to report them.
- The student will be informed of their right to access TACIS's Complaints and Appeals Process within 20 working days.
- During this period, the student's enrolment will be maintained.
- If the student:
  - does not access the appeals process within 20 working days;
  - withdraws from the appeals process; or
  - completes the appeals process and the decision supports TACIS,

TACIS will report the student to DESE and the Department of Home Affairs via PRISMS as soon as practicable.