Sydney College of Professional Education Pty Ltd | ABN: 78648109040
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COURSE PROGRESSION AND RISK INTERVENTION POLICY AND ASSOCIATED PROCEDURES

PURPOSE OF THE POLICY

The purpose of this policy is to outline a structured approach for identifying, managing, and documenting cases where students enrolled at Sydney College of Professional Education (SCPE) are at risk of failing to meet academic progression or attendance requirements. This ensures that efforts are made to re-engage students, protect the integrity of the enrolment process, and comply with student support and record-keeping requirements under the Standards for RTOs 2025 and in compliance with the ESOS Act and National Code 2018.

POLICY STATEMENT

Maintaining effective communication with students is essential to support their progression and wellbeing. When a student is at risk of failing to meet academic progression or attendance requirements, it is important that SCPE demonstrates it has taken reasonable steps to contact and support the student. This policy ensures that consistent and fair actions are taken across the organisation, balancing student support with administrative integrity.

SCPE is committed to providing timely support to students who may be disengaged or experiencing difficulty in successfully completing their course within the expected timeframe. SCPE will make every effort to contact students using all available methods before any decision is made to terminate enrolment. All communication and intervention steps will be clearly documented in the student's file. Where a student remains uncontactable after reasonable efforts, SCPE will take responsible action to formally conclude the enrolment in a way that upholds record-keeping and certification obligations.

Staff are provided with comprehensive guidance, training, and procedural support to promote ethical assessment practices, detect breaches of integrity, and respond to misconduct fairly and consistently. This policy reflects SCPE's broader commitment to the quality and credibility of its qualifications, the integrity of its assessment systems, and its obligations under the Standards for RTOs 2025.

SCOPE

This policy applies to all students enrolled in accredited training programs at SCPE and all staff responsible for student engagement, academic monitoring, intervention and reporting via PRISMS.

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DEFINITIONS

- **At Risk**: A student showing early indicators of disengagement, low progress, or failure to submit assessments.
- **Academic Misconduct:** any action or behaviour by a student that seeks to gain an unfair academic
- **Course Progress**: Measure of student advancement within a course (skill-based or academic).
- **Intervention Strategy**: A tailored support plan developed for students at risk.
- **Unresponsive Student:** A student who has failed to engage with scheduled training and has not responded to multiple contact attempts.
- **Contact Attempt:** A documented effort to reach the student by phone, email, SMS, or post.
- **Satisfactory Attendance**: Attending at least 80% of scheduled contact hours.
- **Unsatisfactory Attendance**: Attending less than 80% of scheduled contact hours**.**
- **Satisfactory Course Progress**: Achieving competency in at least 50% of units in a study period.
- **Unsatisfactory Course Progress**: Failing to achieve competency in 50% or more of units.
- **Study Period**: A defined academic term, usually 10 weeks in SCPE's academic calendar.
- **Termination of Enrolment:** The administrative process of ending a student's active enrolment in their training program.
- **Unresponsive Student**: A student who ceases participation and fails to respond to contact attempts.

PROCEDURE

1. Monitoring Attendance

International students enrolled at SCPE must maintain a minimum of 80% attendance over each study period to meet student visa requirements. Attendance is monitored continuously throughout the study period, and any absence is followed up within the same day.

Trainers are responsible for marking daily attendance within the first two hours of class commencement. Attendance records are submitted to administration staff daily, who then review and consolidate this data into the Attendance Register.

Students falling below 85% attendance will receive a reminder email informing them of their visa obligations and the need to improve attendance. If a student's attendance drops below 80%, a formal Warning Letter is issued, and the student is invited to an intervention session.

During the counselling session, individual reasons for low attendance are explored, and strategies are jointly developed to improve engagement, which may include adjustments to study load, timetabling, or access to support services.

In cases where projected attendance cannot reach 70% by the end of the study period despite intervention, SCPE may initiate suspension or cancellation of enrolment, subject to the student's right to appeal.

All absences due to illness must be supported by a medical certificate from a registered health practitioner.

Unexplained absences of five or more consecutive days will trigger a welfare concern response, where attempts are made to contact the student, their agent, and potentially their next of kin or emergency services to ensure the student's safety.

2. Monitoring Course Progression

Course progress is monitored at two levels:

- **Ongoing Monitoring:** Trainers and administration staff jointly monitor indicators such as low assessment submission rates, repeated resubmissions, poor class participation, and requests for extensions. Where students exhibit these behaviours, they are flagged as 'at risk.'

- **End-of-Term Review:** At the conclusion of each study period, SCPE reviews each student's competency record. Students who have not achieved competency in at least 50% of units for the study period are identified as not meeting satisfactory course progress.

Students who fail the same unit more than once, including previous versions of the unit, will be considered not meeting course progression requirements. An intervention strategy is triggered immediately.

If a student demonstrates unsatisfactory course progress in two consecutive study periods, SCPE will issue an Intention to Report letter outlining the breach and providing access to the appeals process. Students who do not appeal, or whose appeals are unsuccessful, will be reported via PRISMS.

3. Early Identification of Disengagement

SCPE employs multiple methods to detect early signs of disengagement, including:

- Non-attendance in class.
- Missed assessments or resubmissions.
- Lack of engagement on the LMS.
- Trainer feedback regarding participation.

Once identified, the Student Services Officer or Academic Manager will attempt to contact the student using all available means (SMS, phone, email) to schedule a support session. Disengaged students are prioritised for academic and welfare support and are issued with a formal warning letter if no response is received after two weeks.

If the student fails to re-engage within four weeks, and contact attempts have been unsuccessful, the student will be considered unresponsive. A final warning letter is sent to their last known address. Failure to respond results in enrolment termination, with records maintained in accordance with the Records Management Policy.

4. Intervention Strategies

The RTO Manager, in consultation with trainers and the student, will document a tailored Intervention Strategy using the Intervention Strategy Form. The intervention may include:

- Counselling session or student support services
- Scheduled check-ins with a trainer
- Mandatory study support workshops
- Attendance in make-up classes
- Completion deadlines for overdue assessments
- Access to English support or academic support
- Timetable adjustments or reduced study loads
- Suspension or deferral if appropriate.

All intervention plans are reviewed at regular intervals. If a student fails to comply with the intervention strategy or continues to perform poorly, an Intention to Report is issued.

5. Appeals Process

Students have 28 calendar days from the date of receiving a decision (e.g., Intention to Report) to lodge an internal appeal. Appeals must be submitted using the Internal Appeals Form, which is available at reception or the SCPE website.

Appeals are reviewed by the RTO Manager or designated staff member not involved in the original decision. The student is provided with an opportunity to present evidence or make oral submissions.

If the student is dissatisfied with the outcome, they may contact the Overseas Students Ombudsman (OSO). During the appeal period, SCPE maintains the student's enrolment.

Only once all internal and external appeals are exhausted, and the outcome supports SCPE's original decision, will the student be reported in PRISMS.

6. Recordkeeping Requirements

SCPE retains all records related to attendance, course progress, contact attempts, interventions, and communications for a minimum of two years after a student ceases enrolment.

All records must be sufficiently detailed to demonstrate:

- Compliance with National Code 2018 and Standards for RTOs 2025
- That SCPE has taken reasonable and proactive steps to support student progression
- That students were informed of their rights, responsibilities, and available support services

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PROCEDURE SUMMARY TABLE

Step & Action	Responsible	Timeframe	Recordkeeping
1. Identify unresponsive student	Trainer/Assessor or Student Administration Officer	Ongoing	Trainer report or class attendance log
2. Attempt contact (email, phone, SMS)	Student Administration Officer	3 attempts over 4 weeks	Communication Log in SMS
3. Send formal warning letter	Student Administration Officer	After 2nd failed attempt	Copy of warning letter in student file
4. Send final warning letter	Student Administration Officer	After 4 weeks no contact	Postal record, copy in student file
5. Conduct final review and decision on termination	CEO (or delegate)	After deadline passes	CEO approval form, note in SMS
6. Update enrolment and archive records	Student Administration Officer	Immediately after decision	SMS update; archived student file
7. Send certificate (if eligible)	Student Administration Officer	Within 5 business days	Postal record; copy of certificate
8. Notify trainers of outcome	Student Administration Officer	After status update	Internal memo/email record
9. Monitor academic progress	Admin/Trainers	Fortnightly	Assessment logs, progress tracking
10. Identify students at risk	Admin/Academic Manager	During study period	Class records, LMS data, trainer feedback
11. Issue Course Progress Warning Letter	Admin	As soon as risk confirmed	Warning Letter in student file
12. Develop Intervention Strategy	Academic Manager	Within 2 weeks of risk ID	Signed Student Intervention Agreement
13. Monitor intervention implementation	Academic Manager/Admin	Ongoing	Progress Monitoring Log

14. Issue Intention to Report (if unresolved)	Admin	After 2nd unsatisfactory term or breach	Intention to Report Letter, PRISMS
15. Manage Appeals	Admin Manager	Within 28 calendar days	Appeal form, notes, and outcome letter
16. Notify DHA if appeal not lodged or upheld	PRISMS Officer	Following appeal outcome	PRISMS update, report documentation

POLICY IMPLEMENTATION

This policy will be implemented through staff induction, ongoing training, and incorporation into administrative procedures. Staff will be provided access to relevant templates, communication logs, and student support referral procedures.

MONITORING AND EVALUATION

This policy will be reviewed annually or in response to any regulatory changes, audit outcomes, or high-risk incidents. Suggestions for improvement are documented in the Continuous Improvement Register and tabled at monthly management meetings.