

Course Progress and Attendance Policy and Procedure

1. Purpose

This policy explains how Australian Learning Group (ALG) monitors student course progress and attendance, identifies students at risk of not meeting requirements, and provides appropriate support.

This policy ensures ALG meets the requirements of:

- Outcome Standards for RTOs 2025, Standard 2.3 (Training support)
- Education Services for Overseas Students (ESOS) Act 2000 (ESOS Act 2000)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 8

This policy applies to all students enrolled in courses delivered by ALG, including overseas students on student visas and, where relevant, domestic students and other non-student visa holders.

Where legislative requirements apply specifically to overseas students (e.g. ESOS Act 2000, National Code 2018 and PRISMS reporting), these are applied only to those students.

2. Scope

This policy applies to:

- all students enrolled in courses delivered by ALG
- all staff responsible for monitoring and supporting student course progress and attendance

The processes outlined in this policy:

- apply to all students, including domestic students and other non-student visa holders
- include course progress monitoring, identification of students at risk, intervention and support, and access to appeals processes
- are delivered as part of ALG's student support services framework

For students on a student visa:

- additional requirements under the ESOS Act 2000 and National Code 2018 apply.
 - These include:
 - identifying and notifying students at risk of unsatisfactory course progress
 - implementing an intervention strategy in sufficient time to support students to achieve satisfactory course progress
- formal reporting through PRISMS where required.

3. Responsibilities

Trainers / Teachers: Record student attendance and assessment results in the required systems, monitor student participation and engagement, identify students showing early signs of academic risk, and notify Student Services of students at risk of unsatisfactory course progress or attendance.

Student Administration: Maintains course progress and attendance records, issues warning notifications to students identified as at risk, communicates course progress requirements to students, coordinates intervention support where required,

Student Admissions: Ensures students are informed of requirements prior to enrolment through pre-enrolment information, the Letter of Offer and Written Agreement.

Academic Director: Reviews course progress concerns and escalation cases, approves intervention strategies, and monitors the effectiveness of support provided to students at risk.

Compliance and Quality Assurance: Oversee course progress monitoring processes, ensure compliance with ESOS reporting requirements (where applicable), and ensure PRISMS reporting occurs where required.

4. Definitions:

At-risk student: A student identified as being at risk of not meeting satisfactory course progress or attendance requirements based on indicators such as low attendance, non-participation, failure to submit assessments or poor academic performance.

Compassionate or compelling circumstances: Circumstances that are generally beyond the control of the student and which have an impact on the student's course progress, attendance or wellbeing. These may include serious illness, injury, bereavement or other significant personal circumstances supported by appropriate evidence.

Course progress: A student's progression through their course, measured through assessment outcomes, participation in learning activities, engagement with structured learning and completion of required assessments.

Domestic student: A student who is an Australian citizen, Australian permanent resident or New Zealand citizen and whose enrolment is not subject to the ESOS Act or PRISMS reporting requirements.

Overseas student: A student who holds an Australian student visa and is enrolled in a CRICOS registered course regulated under the Education Services for Overseas Students (ESOS) Act 2000.

Intervention strategy: A documented support plan implemented for students identified as being at risk of unsatisfactory course progress or attendance. Intervention strategies may include academic support, counselling, additional study guidance, adjusted study plans or referral to support services.

PRISMS: The Provider Registration and International Student Management System used by Australian education providers to manage international student information and meet ESOS reporting obligations.

Satisfactory course progress: A student is considered to have achieved satisfactory course progress where they achieve satisfactory assessment outcomes and do not receive Not Yet Satisfactory (NYS) outcomes across two consecutive study periods, or twice within the same study period.

Academic progression outcome: An outcome applied to a domestic student or other non-student visa holder who fails to meet satisfactory course progress requirements after intervention and support strategies have been implemented. Outcomes may include continued enrolment with conditions, a revised study plan, repeating units of competency or cancellation of enrolment.

Study period: A defined academic term or period of study used by ALG to formally monitor and review student course progress.

5. Policy

ALG monitors student course progress and attendance throughout each study period to ensure students are progressing through their course as expected. For the purpose of monitoring course progress, a study period refers to one academic term of study as defined in the course timetable. Course progress is formally reviewed at the end of each study period.

ALG maintains processes to **identify, notify and assist** students who are at risk of not meeting course progress requirements. Identification may occur through assessment outcomes, participation in learning activities or other indicators of academic progress.

Course progress monitoring processes, including identifying, notifying and supporting students at risk, are delivered as part of ALG's student support services under Outcome Standard 2.3. For overseas students on student visas, these processes also meet the additional requirements of Standard 8 of the National Code 2018, including formal reporting obligations under the ESOS Act 2000.

ALG:

- clearly informs students of course progress and attendance requirements before and during their course
- records and monitors assessment outcomes and attendance
- identifies students at risk of unsatisfactory course progress or attendance
- implements intervention strategies to assist students at risk
- provides students with written warning notices where progress or attendance concerns arise
- allows students access to the complaints and appeals process before reporting occurs
- reports unsatisfactory course progress or attendance through PRISMS where required under the ESOS framework.

These processes apply to all students; however, formal reporting requirements under the ESOS framework apply only to overseas students on student visas.

Final outcomes following unsatisfactory course progress differ depending on the student visa status and are managed in accordance with the relevant sections of this policy.

5.1 Intended System Outcomes

Through the operation of this policy:

- students are supported to progress through and complete their course within the expected duration or approved timeframe
- students at risk of unsatisfactory course progress or attendance are identified early and provided with appropriate and timely support
- intervention strategies are implemented and monitored to improve student engagement, participation and academic outcomes

- course progress and attendance decisions are applied consistently, fairly and in accordance with defined processes
- clear and appropriate escalation pathways are applied based on student visa status, including reporting (overseas students) or academic progression outcomes (domestic students)
- ALG meets its obligations to monitor, support and manage student progress in accordance with applicable regulatory requirements, including the ESOS framework where relevant

5.2 Attendance Requirements

Students are expected to attend all scheduled classes and learning activities. Students who attend less than 80% of scheduled classes may be considered at risk of not meeting attendance requirements.

Some units of competency may require full attendance to meet training and assessment requirements.

Where units such as first aid training require full participation in practical training and assessment activities, students must attend the scheduled session to achieve a competent outcome.

Students who are absent or not yet competent may be required to complete the unit of competency externally and provide evidence of completion for credit transfer.

5.3 Non-commencement of studies

Students are required to commence their course on the scheduled start date. If a student is unable to commence on this date due to compassionate or compelling circumstances, they must contact ALG as soon as possible.

ALG identifies students who have not commenced (or recommenced) their studies at the end of Weeks 1 and 2 of each term. Students will be classified as non-commencing if they have:

- Not logged into the Learning Management System (Canvas), and/or
- Not attended any classes in Week 1 and Week 2 and/or
- Not contacted ALG regarding their circumstances.

Non-commencing students will be contacted via email on Friday of Week 2 and provided 5 business days to confirm their intention to begin their studies. Students who do not respond within this timeframe will have their enrolment cancelled by ALG.

5.4 Completion within Expected Duration

ALG monitors student course progress to ensure students are able to complete their course within the expected duration of their enrolment.

For overseas students on a student visa, this duration is as specified on the Confirmation of Enrolment (CoE).

Extension of course duration for overseas students will only be approved in limited circumstances where this is permitted under the ESOS legislative framework, including:

- compassionate or compelling circumstances that are supported by appropriate evidence
- an intervention strategy has been implemented for the student
- an approved deferral or suspension of studies has occurred

Where the course duration is extended for an overseas student, ALG will update the student's Confirmation of Enrolment in PRISMS and advise the student to seek advice from the Department of Home Affairs regarding potential visa implications.

For domestic students and other non-student visa holders, course duration is managed through enrolment and study plan arrangements. Where a student is unable to complete within the expected timeframe, appropriate academic progression outcomes will be applied in accordance with this policy.

5.5 Informing students of course progress requirements

ALG informs students of the requirement to maintain satisfactory course progress and attendance before and during their course. Students are informed through:

- information published on the ALG website describing course requirement
- the Student Handbook
- the Letter of Offer and Student Written Agreement
- orientation sessions delivered at the start of the course
- course outlines and training information provided during the course.

Students are also informed that maintaining satisfactory course progress includes:

- attending scheduled classes and learning activities
- completing required assessments
- participating in structured learning activities
- complying with academic integrity requirements and the Student Code of Conduct.

5.6 Measuring and recording course progress

Course progress is measured through:

- completion of required assessment tasks
- participation in scheduled classes and learning activities
- engagement with structured learning activities in the Learning Management System (LMS), Canvas
- submission of required assessment tasks.

Assessment outcomes are recorded as **Satisfactory (S) or Not Yet Satisfactory (NYS)**. A student must demonstrate Satisfactory (S) in all assessment components to be deemed Competent for each unit of competency.

Assessment results are recorded in **Canvas**, and unit outcomes are recorded in the **Student Management System**, RTO Manager.

Students receive notification of assessment outcomes throughout the course. At the end of each study period, course progress records are reviewed to identify students who may be at risk of not meeting course progress requirements.

Where a student is identified as at risk, further actions such as warning notifications and intervention strategies may be implemented.

5.7 Requirements for achieving satisfactory course progress.

A student is considered to have achieved **satisfactory course progress** where they:

- achieve satisfactory assessment outcomes for all units of competency completed during each study period,

- have not received **Not Yet Satisfactory (NYS)** results in two consecutive study periods, or twice during the same study period Terms where a student has an approved suspension are not included when determining consecutive terms.

5.8 IDENTIFY: Identifying students at risk of unsatisfactory course progress

A student may be identified as **at risk** when any of the following occur:

- failure to log into the Learning Management System (Canvas) or access course materials during the first three weeks of the term
- failure to participate in scheduled class activities due to non-attendance
- failure to meet the 80% attendance requirement at the checkpoints of end of Week 4 and end of Week 8.
- failure to complete the required structured self-study activities on Canvas
- failure to submit the first assessment task
- demonstrating NYC in one or more assessment tasks during the study period.

5.9 Determining the point at which students have failed to meet satisfactory course progress.

A student is considered to have demonstrated unsatisfactory course progress where:

- the student receives Not Yet Satisfactory (NYS) outcomes across two consecutive study periods (terms of study); or
- the student receives a Not Yet Satisfactory (NYS) outcome in a unit of competency that they are repeating for the second time.

Terms where a student has an approved suspension are not included when determining consecutive terms.

5.10 NOTIFY: Notifying students that they are at risk of not meeting course progress or attendance requirements

ALG notifies students of their "at-risk" status at the following trigger points:

a. Week 4 notification

- A report is generated from CANVAS at the end of Week 4 to identify students:
 - with an attendance rate that has fallen below 80%
 - who have not submitted one or more assessments due by Week 4.
- Students who meet one or both of these criteria are issued with *Low Attendance and Course Progress Warning Notice – Week 4* notification on the Monday of Week 5.

b. Week 8 notification

- A report is generated from CANVAS at the end of Week 8 to identify students:
 - who have not submitted one or more assessments by due by Week 8
- Students who meet one or both of these criteria are issued with *Low Attendance and Course Progress Warning Notice – Week 8* notification on the Monday of Week 9.

c. End of Term 1 notification

- A report is generated from CANVAS to identify students who have been deemed Not Yet Satisfactory (NYS) in one or more assessments during Term 1
- Students who meet this criterion are issued with a *Warning Letter – Unsatisfactory Course progress – Term No. 1* notification.

d. End of Term 2 notification

- A report is generated from CANVAS to identify students who have been deemed Not Yet Satisfactory (NYS) in one or more assessments during Term 2.
- Students who meet this criterion are issued with a Warning Letter - Unsatisfactory Course progress - Term No. 2 notification.

5.11 ASSIST: Intervention strategy to assist students at risk of not meeting course progress or attendance requirements

Where a student is identified as at risk of unsatisfactory course progress or attendance, ALG will implement an intervention strategy. This may include:

- academic support sessions
- counselling or wellbeing support
- additional resubmission attempts
- additional study guidance
- adjustment to study plans where appropriate
- referral to external support services.

Intervention actions will be documented and monitored.

5.12 Reporting unsatisfactory course progress including student right to appeal

The following reporting requirements apply only to overseas students on student visas.

This process applies only to overseas students and does not apply to domestic students or other non-student visa holders. These requirements are in addition to the course progress monitoring and support processes applied to all students.

- A report is generated from CANVAS to identify students who have been deemed Not Yet Satisfactory (NYS) in one or more assessments for two consecutive terms of study or in a subject that they are repeating for the second time.
- Where ALG has assessed an overseas student as not meeting course progress requirements (after sending warning letters and implementing an intervention strategy), the student is sent the written notice, *Intention to Report – Unsatisfactory Course Progress* via email which:
 - Notifies the overseas student that ALG intends to report the overseas student for unsatisfactory course progress
 - Informs the overseas student of the reasons for the intention to report
 - Advises the student about:
 - a final resubmission opportunity within 20 working days to achieve a Competent outcome, after which the ITR will be cancelled if competency is demonstrated
 - their right to access ALG's Complaints and Appeals process, in accordance with Standard 10 (Complaints and Appeals) within 20 working days of the date of the notification.
- ALG will only report unsatisfactory course progress in PRISMS in accordance with section 19(2) of the ESOS Act if:
 - The internal and external complaints and appeals processes have been completed, and the decision or the recommendation supports ALG, or
 - The overseas student has chosen not to access the internal complaints and appeals processes within the 20-working day period, or
 - The overseas student has chosen not to access the external complaints and appeals process, or

- The overseas student withdraws from the internal or external appeals processes by notifying ALG in writing.
- ALG may consider compassionate or compelling circumstances when assessing course progress or attendance issues. (Refer to Appendix A – Compassionate and Compelling Circumstances Evidence Guide)
- Where absence or reduced participation is due to illness, students may be required to provide a medical certificate or supporting evidence from a registered health practitioner.
- ALG may accept overseas medical documentation where the student is outside Australia, provided the documentation is accompanied by an English translation where necessary.
- ALG informs the student via email that they have been reported for unsatisfactory course progress by sending the *Notification of Reporting – Unsatisfactory Course Progress* notification.

5.13 Academic Progression Outcome – Domestic Students

Application of warning notices for domestic students:

The warning notifications outlined in Section 4.10 apply to all students, including domestic students and other non-student visa holders.

For domestic students, these warning notices operate in the same manner as for overseas students in identifying and notifying students at risk of unsatisfactory course progress or attendance.

All warning communications issued to domestic students must clearly state that continued unsatisfactory course progress may result in cancellation of enrolment (rather than reporting under the ESOS framework).

Academic progression outcome and escalation

Where a student is not an overseas student on a student visa and has been identified as being at risk of not meeting satisfactory course progress requirements, an intervention plan is implemented following a determination by the Student Experience Team of the appropriate support services required to address the student's academic, engagement or wellbeing needs.

Where a student continues to demonstrate unsatisfactory course progress after intervention:

- ALG will issue a *written Notice of Intention to Cancel Enrolment* due to unsatisfactory course progress
- the notice will clearly outline the reasons for the decision and the student's academic performance history
- the student will be provided with the opportunity to respond and access the Complaints and Appeals process within 20 working days

Following the outcome of the appeal period, ALG may determine one or more of the following outcomes:

- continuation in the course with conditions and ongoing monitoring
- requirement to repeat unit(s) of competency
- implementation of a revised study plan
- cancellation of enrolment where satisfactory course progress is not achieved

ALG ensures that decisions relating to academic progression for domestic students are:

- evidence-based
- applied consistently
- documented in the student management system
- subject to procedural fairness

6. Procedure

Step	Key Actions	Responsibility	Supporting Documents
1. Inform students	Provide students with information about course progress and attendance requirements through the website, Student Handbook, Written Agreement and at Orientation.	Admissions Team / Marketing	Student Handbook, Written Agreement
2. Non-commencement	Identify students who have not commenced (or recommenced) their studies at the end of Weeks 1 and 2 of each term.	Student Administration Team	Non-commencement of the Course notification
3. Monitor course progress	Monitor student assessment results throughout each study period to determine whether students are achieving satisfactory course progress.	Trainers/ Academic Team	Assessment records, LMS
4. Monitor attendance	Record student attendance for each scheduled class session and monitor overall attendance levels.	Trainers/ Student Administration Team	Attendance records
5. Identify at-risk students	Identify students showing early signs of unsatisfactory course progress or attendance based on assessment results, participation or attendance patterns.	Trainers / Student Administration Team	LMS reports
6. Issue warning notices	Issue written warning letters to students at defined trigger points (Week 4, Week 8 and end of term as applicable)	Student Administration Team	Warning letters

7. Intervention strategy	Meet with the student to identify causes of unsatisfactory course progress or attendance and implement an intervention plan.	Academic Team	Academic Intervention Meeting Form RTOM records
8. Monitor intervention	Monitor the student's progress after intervention to determine whether improvement occurs.	Academic Team / Trainers	Student progress records
9. Academic Progression Review	Where a student continues to demonstrate unsatisfactory course progress after intervention: - review the student's academic performance and intervention outcomes - determine whether escalation to: - Intention to Report (overseas) - Intention to Cancel (domestic) is required	Academic Director / Academic Team	Student progress records
10. Intention to report/ cancel	If satisfactory progress or attendance is not achieved after intervention: - for overseas students: issue an Intention to Report (ITR) notice - for domestic students: issue a Notice of Intention to Cancel Enrolment due to unsatisfactory course progress Notices must include reasons for the decision and information about the student's right to access	Student Administration Team	Intention to Report notice (overseas students) Notice of Intention to Cancel Enrolment (domestic students)

	the Complaints and Appeals process.		
11. Appeals process	Manage any appeal in accordance with the Complaints and Appeals Policy. This process applies to both overseas and domestic students.	Student Administration Team/ Academic Director	Appeal records
12. Final outcome and reporting	Following the outcome of the appeal process: - For overseas students: report the student in PRISMS where required - For domestic students: implement the final academic progression outcome, including cancellation of enrolment where applicable All outcomes must be recorded in the student management system.	Student Administration Team / Compliance Team	PRISMS notification (overseas students) Student management system records (overseas and domestic students)
13. Continuous improvement	Review course progress and attendance outcomes and identify improvement actions where required.	Quality Assurance Team	Continuous Improvement Register

7. Related Documents

- Complaints and Appeals Policy and Procedure
- Student Handbook
- Written Agreement
- Low Attendance and Course Progress Warning Notice – Week 4
- Low Attendance and Course Progress Warning Notice – Week 8
- Warning Letter – Unsatisfactory Course Progress – End of Term 1
- Warning Letter – Unsatisfactory Course Progress – End of Term 2
- Intention to Report – Unsatisfactory Course Progress (overseas students)
- Notice of Intention to Cancel Enrolment – Unsatisfactory Course Progress (domestic students)
- Notification of Reporting – Unsatisfactory Course Progress (overseas students)
- Academic Intervention Meeting Form

8. Document Information and Review

Document Information		
Document ID	STU-06	
Policy Category	STU Student Administration & Support	
Responsible officer	Joe Lynch	
Key Stakeholder(s)	Students, ALG Staff members	
Approval by	CEO	
Endorsed by	Academic Director and Head of Quality Assurance	
Date of Approval	21/05/2026	
Date Effective	13/07/2026	
Date of Next Review	21/05/2027	
Version History		
Version	Date	Amendment(s)
9.0	06 March 2026	• Updated to reflect current procedures • 'Identify', "Notify" and Assist' states clearly identified • Addition of Appendix A - Compassionate or Compelling Circumstances Information
10.0	13 July 2026	• Additional updates to procedures to reflect current practice

APPENDIX A

Compassionate or Compelling Circumstances Information

ALG considers whether compassionate or compelling circumstances exist in a limited number of circumstances relating to an overseas student's enrolment including:

- A request to transfer to another provider (National Code 2017, Standard 7)
- ALG has determined that the student had not demonstrated satisfactory attendance or course progress and intends to report the student for breach of their student visa conditions (National Code 2017, Standard 8)
- A request to defer or suspend studies (National Code 2017, Standard 9).

ALG follows guidance about compassionate or compelling circumstances from the two government sources below:

- The Commonwealth Ombudsman's factsheet, *Assessing Compassionate or Compelling Circumstances, June 2023* available at: [Ombudsman Factsheet](#)
- The Commonwealth Department of Education's factsheets, Standard 7 to 9 available at: [DoE Factsheet](#)

1. What is meant by compassionate or compelling?

Neither term is defined in relevant legislation, therefore, ALG considers the normal meanings of these two words as suggested by the Commonwealth Ombudsman:

Compassionate circumstances: circumstances that produce a feeling of sympathy for the student's troubles.

Compelling circumstances: circumstances that are powerfully convincing.

ALG also considers that compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the overseas student's course attendance, course progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or
- A traumatic experience, which could include:
 - Involvement in, or witnessing of a serious accident
 - Witnessing or being the victim of a serious crime which has impacted on the overseas student (these cases should be supported by police or psychologists' reports)

When determining if compassionate or compelling circumstances exist, ALG only requires the circumstances to be assessed as either compassionate or compelling.

ALG does not require a student to demonstrate their circumstances are both compassionate and compelling while also taking into consideration that some circumstances may naturally meet both definitions.

2. Supporting documentation

ALG always needs to be in a position to substantiate a decision to accept a student's claim of compassionate or compelling circumstances.

ALG follows the guidance of the Federal Department of Education (National Code Factsheets for Standards 7-9) with regard to the need for the student to present documentary evidence to support their claim of compassionate or compelling circumstances which states:

- When determining whether compassionate or compelling circumstances exist, registered providers should consider documentary evidence provided to support the claim, and
- should keep copies of these documents in the overseas student's file.

ALG will always request supporting evidence from a student who wishes to make a claim of compassionate or compelling circumstances. ALG will not impose overly onerous requirements for the amount or type of evidence students must provide to support their claim, however, the evidence presented must clearly support the written compassionate or compelling claim made by the student.

Generally, ALG will not determine that compassionate or compelling circumstances exist based solely on written statements presented by students (usually on the Student Appeal Form when citing compassionate or compelling circumstances as the reason for contesting a decision made by ALG).

ALG reserves the right to verify a medical certificate presented by a student: This usually takes the form of making contact with the medical practitioner's practice/location in writing.

Medical evidence does not need to specify a specific medical condition; however, it must meet the following requirements:

- To address unsatisfactory course progress: It must state that the medical condition negatively affects the students ability to meet academic progress requirements. If the failure to demonstrate satisfactory course progress was due to the student not passing assessments, the medical evidence must also specify the relevant period (for example, from date to date) during which the student was unable to complete or pass those assessments due to the medical condition.
- To address unsatisfactory attendance: It must specify the time period (for example, from date to date) for which the student was unable/ unfit to attend their studies.