



# Course Progress Monitoring

## POLICY AND PROCEDURES



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# 1. Rationale and policy statement

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## Rationale

Course progress affects international students in several ways, including their ability to comply with their student visa conditions and the requirements of the course they are enrolled in. International students must be provided with this information when they commence a new CRICOS registered course at Aura Education. Any breach of a student visa condition by an international student could lead to the student's visa being cancelled by the Department of Home Affairs. Therefore, the students of Aura Education must be informed of this Course Progress Policy and Procedure during the compulsory orientation program conducted at the commencement of each CRICOS-registered course.

## Policy statement

This policy ensures that the Aura Education has a structured system in place to monitor and report on the course progress of international students who have enrolled in its CRICOS-registered courses.

The policy aligns with Standard 8 of the National Code 2018, which states that "The registered provider must monitor overseas students' course progress and, where applicable, attendance for each course in which the overseas student is enrolled."

# 2. Definitions

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| Term                                              | Meaning                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>International student</b>                      | This refers to an international student or an intending international student on a student visa under the Migration Act 1958.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Active participation</b>                       | This means meeting the minimum student attendance requirements at Aura Education, completing all the required assessment tasks in accordance with the assessment criteria and conditions, and participating in learning activities, tutorials, excursions or other structured learning activities that form part of the enrolled course.                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Compassionate and compelling circumstances</b> | <p>These circumstances are generally those beyond the control of the student and affect a student's course progress, health or wellbeing. These could include, but are not limited to:</p> <ul style="list-style-type: none"><li>▪ serious illness or injury, where a medical certificate states that the student was unable to attend classes;</li><li>▪ bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);</li><li>▪ major political upheaval or natural disaster in the home country requiring emergency travel and thus impacting the student's studies;</li><li>▪ a traumatic experience which could include:<ul style="list-style-type: none"><li>- involvement in, or witnessing of a serious accident; or</li></ul></li></ul> |

| Term                                           | Meaning                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                | <ul style="list-style-type: none"> <li>- witnessing or being the victim of a serious crime, which has impacted the student (police or psychologists' reports should support these cases);</li> <li>▪ where the registered provider was unable to offer a pre-requisite unit; or</li> <li>▪ being unable to begin studying on the course commencement date due to delays in receiving a student visa.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Extenuating circumstances</b>               | <p>This refers to the circumstances relating to the student's welfare which may include, but is not limited to the following: The student:</p> <ul style="list-style-type: none"> <li>▪ Is missing;</li> <li>▪ Has medical concerns, severe depression or psychological issues which may lead the provider to fear for the student's wellbeing;</li> <li>▪ Has engaged in or threatened to engage in behaviour that is reasonably believed to endanger the student or others; or</li> <li>▪ Is at risk of committing a criminal offence.</li> <li>▪ Any claim of extenuating circumstances will need to be supported by appropriate evidence.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Unsatisfactory participation/attendance</b> | <ul style="list-style-type: none"> <li>▪ Aura Education regularly monitors overseas students at risk of not maintaining minimum attendance requirements. Accordingly, each enrolled student receives 'Attendance Warning Notification 1' when their overall attendance falls below 90%.</li> <li>▪ 'Warning Notification 2' will be sent when the attendance falls below 85%, and the 'Warning Notification 3' when the total % of attendance falls below 80%.</li> <li>▪ 'Warning Notification 3' refers to the notice of intention to report (NIR) that will be sent as the final notice of unsatisfactory attendance/participation.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Erratic course progress</b>                 | <ul style="list-style-type: none"> <li>▪ This means students' participation/attendance does not meet Aura Education's minimum attendance requirement and is irregular. Attendance is usually considered erratic when it is sporadic and interspersed. Aura Education also considers erratic course progress when an international student only attends specific occasions, such as their mandatory orientation session or assessment days, or attends solely to get their attendance marked and leaves soon after marking attendance.</li> <li>▪ Erratic course progress is closely linked to unsatisfactory progress and is managed as follows.</li> <li>▪ If a student is deemed competent (Co) in 50% or more of the units in the study period but is deemed Not Yet Competent (NYC) in a unit(s) in the week following the study period as stated above, Aura Education will offer appropriate intervention which may include but is not limited to, reassessment (s) opportunity if attendance is sufficient or catch up classes in the following term break.</li> </ul> |

| Term                         | Meaning                                                                                                                                                                                                                                                                                                                        |
|------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                              | <ul style="list-style-type: none"> <li>This process will not follow the official course progress procedure as the student has achieved satisfactory course progress, but the intervention will be documented using applicable forms and templates.</li> </ul>                                                                  |
| <b>Intervention strategy</b> | This refers to the identification and implementation of support strategies to support students maintain their course progress and achieve learning goals. The intervention strategies could include the provision of English-language support, formal counselling, tutorial assistance, catch-up classes, and/or reassessment. |
| <b>Study period</b>          | This means one (1) term; generally, 10 weeks except for qualifications scheduled for more than 10 weeks per study period.                                                                                                                                                                                                      |
| <b>Timeline</b>              | This means that the student is deemed competent (CO) in more than 50% of the units attempted in a study period. Accordingly, the course progress will be reviewed during week 11 of each Term. Satisfactory course progress also requires a minimum of 80% attendance and active participation in all scheduled classes.       |

### 3. Purpose

The purpose of this policy is to outline the procedures for monitoring and reporting course progress of international students enrolled at Aura Education. It also focuses on meeting the above regulatory requirements whilst supporting its learners to achieve their expected learning goals.

### 4. Scope

This course progress policy and procedures apply to students enrolled in any CRICOS-registered courses offered by Aura Education (Except for ELICOS). It directly integrates with Aura Education's Attendance policy and procedures, as well as the academic misconduct policy and procedures.

### 5. Alignment and legislative context

| Type            | Instrument                      | Relevance |
|-----------------|---------------------------------|-----------|
| <b>Standard</b> | National Code 2018 - Standard 8 | Part B    |

### 6. Staff responsible

| Role                      | Responsibilities              |
|---------------------------|-------------------------------|
| <b>Trainers/Assessors</b> | Monitor and report attendance |

| Role                           | Responsibilities                    |
|--------------------------------|-------------------------------------|
| <b>Academic Coordinator</b>    | Monitor and review attendance       |
| <b>Student Support Officer</b> | Conduct and follow-up interventions |
| <b>Chief Executive Officer</b> | Review records and approve NIR      |

## 7. Breach of policy

| Who             | Possible consequences of a substantiated breach    |
|-----------------|----------------------------------------------------|
| <b>Students</b> | Follow through the intervention and NIR procedures |

## 8. Procedures

### 8.1 Monitoring Attendance/Class Participation

Responsibility: Trainer/Assessors & Academic Coordinator

1. Trainer reminds students via email to attend class. These reminders are sent through the college Student Management System (SMS)
2. Trainer updates attendance in the SMS and submits completed hard copies to the Admin staff at the end of each week. Weekly submitted attendance records include 2 days of face-to-face class attendance and attendance for the supervised self-paced learning hours for the week.
3. If a student continues to be absent for scheduled classes for 2 consecutive weeks, the trainer informs the Admin team in week 3. The admin team will proceed with the non-commencement procedures for applicable students and, for others, follow the attendance warning procedure.
4. Admin staff verify attendance records, identify the students whose attendance is below satisfactory, and implement the following attendance warning procedure.
  - Warning Notification 1 - When the overall attendance is below 90%
  - Warning Notification 2 - When the overall attendance is below 85%
  - Warning Notification 3 - When the overall attendance is below 80%
  - Warning Notification 3 refers to the Notice of Intention to Report (NIR).

## 8.2 Monitoring academic progress

**Responsibility:** Trainer/Assessors & Academic Coordinator

Training and assessment will be conducted according to the schedule of each term. Students who will need extra learning support due to LLND difficulties, lack of underpinning knowledge, and/or medical reasons will be directed to the Student Support Officer for immediate action.

Such students will be placed on an individual study plan and will be supported by arranging additional sessions/catch-up classes and, where possible, LLND support sessions.

Based on the practical and written assessments completed by the assessor, students receive feedback for each assessment completed, either face-to-face or electronically via the SMS. The following steps are taken to monitor each student's academic course progress.

1. The assessor assesses the submitted assessments within two weeks from the date of the assessment submission. Within these two weeks, students will receive assessment feedback from the assessor sent via the SMS.
2. Students who do not achieve competency in a unit of competency but their overall class participation is satisfactory will receive a reassessment opportunity which is free of charge. Students whose overall class participation is below satisfactory will go "under intervention".
3. The assessor submits the completed unit outcome/result sheet for each unit to the Academic Coordinator within 3 weeks from the date of assessment submission.
4. The Academic Coordinator verifies the LMS grading and accuracy of the results and submits the verified results to the Chief Executive Officer for verification of assessment evidence and approval.
5. The Chief Executive Officer randomly checks and verifies the accuracy of the assessment evidence being archived as per the record-keeping policy and procedure of Aura Education.
6. Unless specified, at the end of each term\*, the Academic Coordinator generates course progress reports and identifies students at risk in terms of academic progress. (If the course progress is below 50% in their enrolled course)
7. The Academic Coordinator invites the identified students at risk to attend intervention and follow the following intervention procedure to assist the students in meeting their course progress.

## 8.3 Conducting Interventions

**Responsibility:** Student Support Officer

1. Student Support Officer (SSO) invites the student via email to attend the scheduled intervention meeting. The student will receive 2 meeting schedules to choose from. Students who will not take this opportunity to meet with the SSO will undergo the NIR procedure.
2. SSO meets and discusses with the student and completes an intervention plan for the student to meet and maintain the required level of course progress.
3. Depending on the circumstances of each student's case and the evidence available in the system and provided by the student, SSO and the AC will decide whether the student should go on reassessment, attend catch-up classes/additional sessions, or be re-enrolled in applicable units. In making such decisions, AC will consider the compassionate and compelling grounds and consult with the trainer/assessor and the CEO before finalising the intervention plan and applicable fees. Where applicable, a customised individual study plan which aligns with the intervention plan should be prepared.
4. Once the intervention plan and the individual study plan (if applicable) are agreed and signed, the student will be provided with hard copies of them and the respective trainer/assessor (s) will be informed via email for follow-up action. The course progress of the intervened students will be monitored according to the timelines indicated in the plan(s).

## 8.4 Reporting unsatisfactory course progress

**Responsibility:** CEO

Despite the support and opportunities provided through the above intervention procedure, if an intervened student fails to meet the minimum course progress requirements, they will undergo the following NIR procedure.

1. Applicable students must be notified of Aura Education's intention to report to the Department of Education and Training (DET) and Department of Home Affairs (DoHA) for unsatisfactory course progress.
2. The intention to report notice will be sent via email informing the student that they can access the of Aura Education's Complaints & Appeals Policy & Procedure. This Policy allows the student twenty (20) working days to appeal against the decision. In the appeal, they must outline the reasons for unsatisfactory course progress, together with any evidence of compassionate or compelling circumstances or extenuating circumstances applicable. Appeals are to be submitted either electronically via email to: [compliance@aura.edu.au](mailto:compliance@aura.edu.au) or in person at the reception on or before the due date mentioned in the letter.
3. During this period of twenty (20) working days, the students must continue to attend classes, consistent with of Aura Education's Deferral, Suspension and Cancellation Policy and Procedure unless they are advised in writing. Aura Education's will continue to provide learning opportunities for them during this twenty (20)- working-day period to avoid further issues with non-attendance and missed classes. Thus, it is expected that the international student will continue to attend classes and participate as usual. Their attendance will be monitored and included in their standard attendance calculation.
4. Once an appeal is lodged, the student will be sent an acknowledgement of receipt of the appeal within 10 working days from the date of appeal lodgement.

5. At-risk students who decide not to appeal within the twenty (20) working day period will be removed from the appeal process and will be reported to DoHA for unsatisfactory course progress.
6. Appeals submitted within 20 working days will be reviewed and assessed by the following panel, and each case will be assessed on its merits.
  - CEO
  - Academic Coordinator
  - Student support officer
  - Trainer/Assessor

In determining whether compassionate or compelling circumstances or extenuating circumstances exist, all documentary evidence provided to support the claim will be assessed and considered. Copies of the relevant evidence together with a record of the reason for the decision must be retained in the student's file.

7. The outcome of the appeal should be sent to the student via email within 10 business days.
  - If the appeal was accepted, the student will go under the above-mentioned intervention procedure, and the applicable actions will be taken accordingly.
  - If a student's appeal is rejected, of Aura Education will proceed to cancel the student's current and future enrolments, and the student will be informed of the decision via email.
8. Reporting a student for unsatisfactory course progress occurs only when:
  - the student has been identified as not making satisfactory course progress in two consecutive compulsory study periods;
  - an intervention strategy was implemented after the student was assessed as not making satisfactory progress at the end of the first compulsory study period, and after which the student was again assessed as not making satisfactory progress at the end of the second compulsory study period; and
  - the student has not made a successful appeal against this assessment, has not appealed against this assessment, or has withdrawn from the process.
9. If an international student is identified as not making satisfactory course progress for the second time, but not consecutive, Aura Education will not report the international student for unsatisfactory course progress. In such cases, Aura Education must implement an intensive support and counselling strategy with close monitoring in accordance with this policy. This intensive counselling and support strategy may include (but is not limited to) for example:
  - One on one support by trainers and assessors;
  - Mandatory attendance at tutorials;
  - Academic support; and/or
  - Referral to relevant welfare or other support agencies as appropriate.
10. When an international student is reported for unsatisfactory course progress, DoHA will usually cancel the student's visa unless there are exceptional circumstances. DoHA will rely on of Aura Education's records as evidence of unsatisfactory progress, with the assurance that of Aura Education has followed its course progress-monitoring procedure.
11. If a student is dissatisfied with the of Aura Education's appeal process or with the decision, the student may lodge a complaint with the Overseas Students Ombudsman in accordance with National Code, Part

B, standard 10. The student will be informed of the contact details of the Overseas Students Ombudsman in the NIR outcome letter.

## 9. Related documents

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### Policies:

- Enrolment policy and procedure
- Deferment, suspension and cancellation policy & procedure
- Attendance policy and procedure
- Student support policy and procedure
- Complaints and appeals policy & procedure

### Forms and registers:

- Attendance records
- Intervention register
- Notice of Intention to Report (NIR) register
- Warning letters

## 10. Version control

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| Version | Date        | Author     | Approved by             | Change description |
|---------|-------------|------------|-------------------------|--------------------|
| 2.0     | 03 Sep 2026 | Compliance | Chief Executive Officer | Annual review      |
| 1.0     | 20 Aug 2025 | Compliance | Chief Executive Officer | Original version   |