

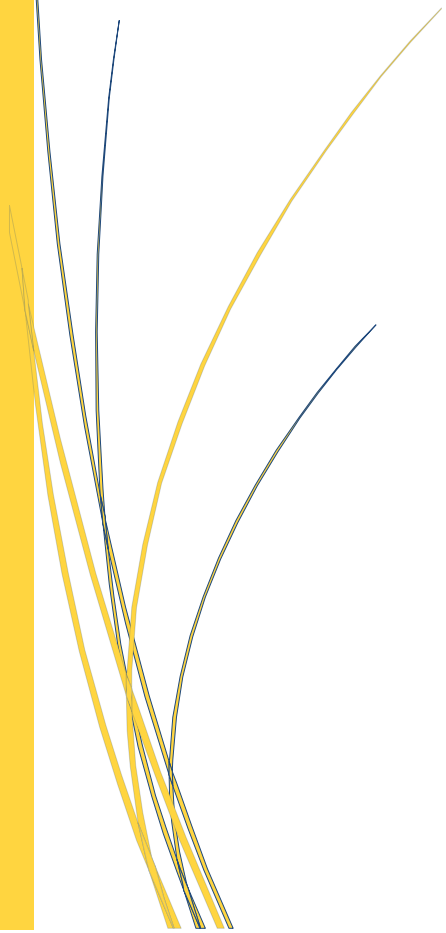


**NEW ERA
INSTITUTE**

CRICOS No.: 03509B • National Provider no.: 41543

Standard 8: Monitoring Course Progress Policy and Procedures

2026 V2.0





Purpose

The purpose of this policy is to ensure that New Era Institute (NEI) overseas students' course progress is monitored, that early intervention is implemented for students at risk, and that reporting and CoE variations through PRISMS (where required) are managed in accordance with the ESOS Act and the National Code 2018 (Standard 8), and supported by the Standards for RTOs 2025 (including learner support and complaints/appeals requirements).

Scope

This policy applies to all CRICOS-enrolled overseas students in VET courses of study offered by NEI, including where training and assessment is delivered on NEI's behalf by third parties.

Policy and Procedure

As a "registered provider" under the Education Services for Overseas Students Act 2000 (ESOS Act), New Era Institute (NEI) is bound by this Act and subsequently the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Under the guidance and framework provided by these Acts, Regulations and Codes, the NEI will conduct all complaints and grievances ethically, honestly and with fairness to all parties.

Legislative Context:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2025 (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (effective 1 July 2025)
- The ESOS Act 2000
- Education Services for Overseas Student (ESOS) Regulations 2001
- The National Code 2018

Monitoring course progress and attendance

NEI will continue to have documented processes for determining the point at which an overseas student has failed to meet satisfactory course progress. NEI monitors course progress for each study period. For VET courses, NEI does not treat attendance as a standalone compliance requirement unless required as a condition of registration by the ESOS agency; however, NEI may monitor attendance and engagement as a student-support indicator to identify risk and provide timely intervention.



Reporting unsatisfactory course progress

NEI will report overseas students who do not meet course progress requirements in accordance with National Code Standard 8. NEI will ensure an overseas student is notified of the impending report and their right to access complaints and appeals before any report is made.

NEI may report an overseas student for unsatisfactory course progress where:

- the student does not access the internal complaints and appeals process within the 20 working day period;
- the student withdraws from the internal or external appeals process by notifying NEI in writing; or
- the internal and (if accessed) external complaints and appeals processes have been completed and the breach has been upheld.

During any internal or external appeals process, the student will be allowed to continue studying and NEI will maintain the student's enrolment and will not report through PRISMS until the appeal outcome is finalised (or the student withdraws).

e- learning component (blended learning)

NEI uses the e-learning platform to support delivery, including providing learning resources and teaching materials, communicating with students, and enabling assessment submission. NEI will not deliver a course exclusively online to an overseas student on a student visa. For CRICOS students, online or distance learning must not exceed one-third of the student's total course (unless an approved exception applies under the National Code), and at least one unit (or equivalent) must be delivered face-to-face in each compulsory study period. NEI will ensure delivery mode and timetables comply with the National Code and any applicable Department of Home Affairs requirements. The online components will be counted as part of the minimum 20 hours per week.

Allowable extensions of course duration

NEI will not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within the expected duration, unless:

- there are compassionate or compelling circumstances, as assessed by NEI on the basis of demonstrable evidence, or



- NEI has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or
- If NEI extends course duration, NEI will record the Student Course Variation (SCV) in PRISMS with an appropriate reason and retain supporting evidence on the student file.
- An approved deferral or suspension of the overseas student's enrolment has occurred.

If NEI extends the duration of the student's enrolment, NEI will advise the student to contact the Department of Home Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

Procedures

1. The CRICOS timetables are prepared for each qualification/class in accordance with registered course duration on PRISMS. Students get a copy of the CRICOS timetable at the orientation prior to course commencement. This timetable shows:
 - The units of competency
 - Assessment schedule
 - Term breaks
2. In accordance with National Code Standard 8, the Student Support Officer(s) will monitor the course progress of each student.
3. Requirements for achieving satisfactory course progress:
 - Students need to achieve a minimum of 50% or more of the units of competency enrolled in NEI's registered VET course for each study period to achieve satisfactory course progress.
 - Students need to be aware that they will be reported to the Department of Home Affairs (DHA) if they do not maintain satisfactory course progress.
 - NEI has early intervention strategies in place to ensure that students who are deemed 'NYC' (failed) for any unit of competency are identified and assisted to maintain their satisfactory course progress by relevant NEI admin and academic staff.
4. Process for assessing satisfactory course progress:



Monitoring Course Progress at Unit of Competency Level:

- a. At the end of completion of each unit of competency, each class trainer marks all the submitted assessments and collates them.
 - b. Trainers need to write the necessary feedback on the 'Result Sheets' the reasons why students received an 'NYC' result e.g. failed to submit assessment by the due date etc. or assessment task 2 of the unit is 'Not Yet Satisfactory' etc.
 - c. Marked assessment results are recorded into 'Result Cover Sheets' and are forwarded to Student Services.
 - d. Student Services checks the actual assessment results against the 'Result Sheets' to validate the assessment results that are recorded in assessment tools are exactly matching with the 'Result Cover Sheets'.
 - e. If all the results are correctly recorded, student Services enters the unit results into each student's profile and update the course progress tracking sheet.
 - f. Student Services will send an email to the students who have received an 'NYC' result due to failing to submit the assessment for that unit of competency. This email will be sent out from the Student Management System to the student's email address and is labelled as 'Failure to submit Assessment-NYC result'. The email will be an invitation to make an appointment with the student support team within five (5) working days.
 - g. Student Services will send a different email to the students who have submitted but still received an 'NYC' result. This email will be sent out from the Student Management System to the student's email address and is labelled as 'Submission of assessment-NYC result'. This email will invite those students to see the academic Manager /their trainer/assessor in five working days from the day they receive the email.
 - h. Copies of these emails will be securely stored in the database against each student's profile.
5. Procedures for intervention for students at risk of failing to achieve satisfactory course progress:
- a. At the end of each term of study, Student Services will provide the updated Course progress tracking sheet available on the Student Services folder on NEI server which lists the students that received NYC units for a specific delivered unit. This is conducted on regular basis when results are released.



- b. Students who are deemed NYC or failed 50% or more of the units of competency attained in that study period will be deemed as 'at risk of failing to achieve satisfactory course progress'.
- c. Student Services will send an email to activate the intervention strategies for each student from the Student Management System to arrange an intervention meeting to be held as specified within five (5) days of that communication.
- d. During this intervention meeting, the Student Services in consultation with the Academic team will determine what additional support may be provided to the student to maintain satisfactory course progress. This may include, but is not limited to, student:
 - attending assistance with LLN issues if any
 - attending at least a specified number of scheduled classes during specified period of time;
 - attending counselling (if required);
 - receiving assistance or professional help with personal issues which are influencing Course Progress;
 - arranging a study plan for the student to restudy the NYC unit(s) (please note that this option may require student's COE to be extended)
 - receiving mentoring; or combination of the above.
- e. During the intervention meeting, the student will also be advised:
 - on the suitability of the course in which they are enrolled;
 - of opportunities to demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency;
 - of the possibility that conditions may be placed on their enrolment and that continued unsatisfactory course progress in two consecutive terms of study could lead to their enrolment being terminated, resulting in a report to Department of Home Affairs (DHA) which may result in the cancellation of their student visa (based on the decision of Department of Home Affairs (DHA)).
- f. A record of the intervention meeting and any additional support to be entered and documented in an email including the development of a student support plan. This is placed on the student's file and on NEI server.



- g. In case the student does not attend the intervention meeting within the days allocated the student services may send the “Intention to Report” letter for not achieving satisfactory course progress (non course progress).

6. Process for determining the point at which the student has failed to meet satisfactory course progress:

- a. If a student fails to achieve 50% or more satisfactory course progress in two consecutive terms of study after an intervention strategy has been put in place, Student Services will advise the student through sending an intention to report letter (available on the Student Management System) for not achieving satisfactory course progress.
- b. Student will be advised that they have the right to access NEI’s internal complaints and appeals process within 20 working days of the date on the Intention to Report notice.
- c. If the student lodges an internal appeal, NEI will not report the student through PRISMS until the internal appeal outcome is finalised.
- d. If the internal appeal is unsuccessful, NEI will advise the student in writing of their right to access an external complaints and appeals process (e.g., the Overseas Students Ombudsman) and provide the relevant contact details within 10 working days. If the student accesses external appeal, NEI will not report through PRISMS until the external process is completed and the breach is upheld (or the student withdraws).
- e. If a student is identified for a second, but not consecutive, study period as not making satisfactory course progress, NEI will not report the student for unsatisfactory course progress but will continue to monitor and implement course progress and intervention strategies for that student.

7. Complaints and appeals process for intention to report

- a. A student may appeal to the intention to report decision on the following grounds:
 - Provider’s failure to record or calculate a student’s marks accurately,
 - compassionate or compelling circumstances, or
 - provider has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.



- b. If the overseas student lodges an appeal, during the period the appeal is being considered, the overseas student must continue their studies in the course until the outcome of that appeal has been finalised.
- c. Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.
- d. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), NEI does not report the student, and there is no requirement for intervention.
- e. If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through NEI's intervention strategy, and NEI does not report the student.
- f. Where the overseas student has chosen not to access the complaints and appeals process within the required timeframe, withdraws from the process, or the appeals process is completed and the decision is upheld, the Student Services Officer will report the student through PRISMS as soon as practicable in accordance with the National Code. NEI will retain copies of the Intention to Report notice, appeal records/outcomes (if any), and PRISMS reporting evidence on the student's file.
- g. The Department of Home Affairs (DHA) will consider all the information available and if they decide to consider cancellation, the Department of Home Affairs (DHA) will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the student's visa. Students will be given an opportunity to respond to the NOICC and explain their situation. The student does not need to attend a Department of Home Affairs (DHA) office.



Appendix A – Operational thresholds, responsibilities and monitoring cycle

This appendix provides operational guidance to implement this policy consistently across study periods. It is to be read in conjunction with the main policy and procedures, including the definitions of satisfactory course progress, intervention requirements and the reportable point for unsatisfactory course progress.

A1. Operational thresholds for course progress status

NEI uses the following operational thresholds for managing risk and determining course progress status:

Status	Operational definition	Action
On track	The student is meeting assessment milestones and has no current risk flags.	Continue routine monitoring.
At risk (early)	Any of: missed assessment submissions; NYC/NYS results in a unit; low engagement/attendance trend; trainer concern; wellbeing issue impacting progress.	Early contact and support; document in student file.
At risk (formal)	End of study period projection indicates the student may fail to successfully complete at least 50% of enrolled units/requirements for the study period.	Mandatory intervention meeting and Individual Intervention Plan.
Unsatisfactory course progress (reportable point)	Student fails to successfully complete at least 50% of the assessed course requirements in a study period, AND after intervention is implemented, fails again in the subsequent consecutive study period (two consecutive study periods).	Issue Notice of Intention to Report (ITR) and activate the complaints and appeals pathway before PRISMS reporting.



A2. Responsibilities

Roles and responsibilities are allocated to ensure compliance and traceability:

Role	Key responsibilities	Records/evidence
Trainers/Assessors	Track assessment submissions and outcomes; provide feedback; flag 'at risk' students; participate in intervention planning.	Marked assessments; feedback; trainer notes; progress flags.
Student Support Officer	Run term progress reports; contact students; conduct intervention meetings; create and monitor intervention plans; prepare ITR notices.	Emails/letters; intervention forms; meeting notes; updated study plans.
Academic Manager Admission Officer (PRISMS entries related)	Quality assure process; approve ITR issuance; ensure timelines; and record retention.	Approval records; PRISMS logs; monitoring dashboard.
CEO/Compliance Manager	Governance oversight; review systemic issues and continuous improvement actions.	Management review minutes; continuous improvement register updates.

A3. Procedure – monitoring, intervention and reporting (summary)

A3.1 Monitoring and recording cycle (per study period)

1. Before the term commences: publish the CRICOS academic timetable (unit sequence, assessment dates, breaks) and provide it to students at orientation.
2. At the end of Unit delivery: trainers update assessment submission/tracking; Student Services reviews engagement indicators (e.g., attendance trends and LMS access) and follows up on non-attendance as a welfare/engagement support action.
3. At each unit milestone: trainers submit results (Competent/NYC) and feedback to Student Services within 14 working days; Student Services enters results into the student management system and files evidence including updating the tracking sheets.
4. End of term: generate the course progress report and determine status (On track / At risk / Unsatisfactory).



A3.2 Early intervention process (at-risk students)

- Contact the student within 5 working days of identification (email plus phone attempt).
- Conduct an intervention meeting (in person or over the phone) and complete the Intervention Form, including root cause analysis and agreed actions.
- Issue an Individual Intervention Plan (IIP) with revised assessment schedule, support services (e.g., LLN support, additional sessions), and engagement expectations (including attendance expectations where used as support).
- Monitor adherence weekly; document all contacts and outcomes in the student management system diary and the student file.

A3.3 Determining unsatisfactory course progress and issuing an Intention to Report (ITR)

NEI will consider a student at the reportable point for unsatisfactory course progress when the definition in Appendix A1 is met. Process:

- Academic Manager reviews the evidence pack (course progress reports, intervention plan and implementation evidence, communications).
- Issue a written Notice of Intention to Report (ITR) via email, including reason, evidence basis, the right to access internal complaints and appeals within 20 working days, and how to lodge.
- Maintain enrolment while any internal or external appeal is ongoing, and do not report until the appeal outcome is finalised, or the student withdraws/does not lodge within the required timeframe.

A3.4 Complaints and appeals (interaction with course progress reporting)

Internal appeals are managed under NEI's Complaints and Appeals Policy/Procedure. For course progress reporting:

- The student has 20 working days from the ITR notice to access internal complaints and appeals.
- If the internal appeal is unsuccessful, NEI will advise the student of their right to external appeal and provide relevant contact details (e.g., the Overseas Students Ombudsman) within 10 working days.
- PRISMS reporting occurs only after internal and (if accessed) external appeals are completed and the breach is upheld, or where the student does not access or withdraws from appeals.

A3.5 PRISMS reporting and CoE variations

Reporting actions and CoE variations must be completed in PRISMS as soon as practicable after the relevant trigger event, with complete supporting records retained.

Where CoE duration is extended, create a Student Course Variation (SCV) with an appropriate reason (e.g., implementing an intervention strategy).



A3.6 Records management

Minimum evidence to retain per student:

- Academic timetable provided to student; unit/assessment tracking sheets; result entry logs; copies of warning emails/letters.
- Intervention forms and plans; evidence of support provided; appeal submissions and outcomes.
- PRISMS screenshots/transactions; compassionate/compelling evidence (if applicable).
- Access controls and integrity: only authorised staff may amend records; changes must be traceable in the student management system and file systems.

APPENDIX – REGULATORY MAPPING MATRIX

Progress monitoring requirement / control	National Code 2018	RTO Standards 2025	Evidence retained (audit-ready)	Responsible role	Review cycle
Early identification of risk + documented support	Std 8	Learner support / progression	Progress reports; trainer flags; support/intervention notes	SSO / Trainers	Each study period
Formal intervention plan when thresholds indicate risk	Std 8	Support / quality	Intervention plan; meeting notes; updated study plan	SSO / Academic Manager	As triggered
Notice of intention to report + appeal pathway	Std 8 + Std 10	Procedural fairness	ITR notice; appeal record; outcome letter	Compliance / SSO	As required
PRISMS reporting after process completed (as applicable)	Std 8	Compliance	PRISMS screenshot/log; evidence pack on file	PRISMS user	As required
Governance oversight and CI where systemic	Std 8	CI	Management review minutes; CI register entries	CEO/Compliance	Periodic