



**CANBERRA VALLEY  
INSTITUTE**



# **CANBERRA VALLEY INSTITUTE**

**Document:** Course Progress and Intervention Policy and Procedure

*(Aligned to RTO Standards 2025)*

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**Course Progress and Intervention Policy and Procedure**

LUMINOUS EDUCATION PTY. LTD. T/As Canberra Valley Institute | RTO Code: 41498 | CRICOS Code: 03937D

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## 1. Overview

The purpose of this policy is to ensure that Canberra Valley Institute (CVI) establishes the legislative framework for monitoring the course progress of overseas students, identifying students who are at risk of not meeting course progress requirements and implementing structured intervention strategies to support at-risk students in accordance to the requirements of National Code 2018 – Standard 8 and RTO Standards 2025 (Standards 1 & 2). This policy also ensures Canberra Valley Institute (CVI) is complying with Section 19 of the ESOS Act 2000, which outlines the obligation of registered education providers to report information about accepted students.

Meeting the requirements

This policy does not address refund obligations, which are managed separately under Section 46 and Section 47 of ESOS Act 2000

## 2. Legislative Framework

This policy operates in accordance with:

- National Code 2018 – Standard 8
- RTO Standards 2025 (Standards 1 & 2)
- Reporting obligation as per Section 19 of ESOS Act 2000

Where internal procedures conflict with statutory reporting obligations, the ESOS Act prevails.

## 3. Scope

This policy applies to all students enrolled at Canberra Valley Institute (CVI) in nationally recognised training programs. Canberra Valley Institute (CVI) is committed to actively monitoring and supporting students to ensure they maintain satisfactory course progress throughout their studies.

## 4. Definitions

**Course:** A program of study leading to a qualification or an award. A course may comprise units or modules.

**Study Period:** Means an academic term within a course. Usually, there are four study periods in a year.

**Course progress** refers to the monitoring and assessment of a student's academic performance and ability to meet the requirements of their course.

**Intervention Strategy** is a documented plan of actions and support measures implemented to assist a student to improve progress.

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**Event Date (Course Progress – ESOS s19):** The Event Date refers to the actual calendar day on which Canberra Valley Institute (CVI) determines that a student will be reported for not achieving satisfactory course progress. This occurs only after the internal complaints and appeals process has been finalised or the appeal period has expired, in accordance with National Code 2018 Standard 8.4.

Being classified as “at risk” does not trigger the Event Date and is not considered a reportable point for PRISMS purposes

## 5. Policy and Procedures

### 5.1 Distinction Between Course Progress and Attendance

- Attendance monitoring is used as an early indicator of potential risk but does not substitute for formal assessment of academic performance.
- Decisions regarding course progress are determined by assessment results and the achievement of required competencies, rather than attendance records alone.
- Attendance-related issues are considered only where there is clear evidence that absences are affecting the student’s ability to meet assessment or competency requirements.

### 5.2 Identification of Students “At Risk”

A student will be regarded as “**at risk**” of failing to achieve satisfactory course progress where one or more of the following circumstances apply:

- The student has failed more than 60% of enrolled units at any point during the course.
- Extended non-attendance — including absence for two (2) consecutive days — that is assessed by the trainer as negatively impacting the student’s ability to meet assessment obligations and formally escalated to the CEO.

### 5.3 Course Progress Monitoring

Academic progress is regularly tracked through the following methods:

- Daily attendance records combined with ongoing formative assessment activities; and
- Weekly reviews of academic performance, based on assessment results and feedback provided by trainers.
- Any student assessed as being at risk must be promptly referred to the CEO or an authorised delegate within two (2) business days of identification to ensure appropriate oversight and approval of the required support and intervention measures

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## 5.4 Intervention Strategy

Where a student is identified as being “at risk,” Canberra Valley Institute (CVI) will:

- Provide the student with written notification outlining the concerns; and
- Put in place an appropriate intervention strategy to support improved academic outcomes.

Support measures available to students assessed as at risk may include, but are not limited to:

- Academic guidance, counselling, or mentoring sessions;
- Additional learning support such as tutorials or structured study groups;
- Adjustments to study load or the provision of modified learning resources;
- Referral to suitable external professional support services, where required.
- All intervention strategies are subject to approval, oversight, and ongoing monitoring by the CEO or an appropriately authorized delegate.
- For students enrolled in their final study period, support measures will focus on maximising the student’s opportunity to successfully complete their course through enhanced and tailored intervention strategies. Regulatory reporting will only be considered where it has been formally assessed and documented that, despite reasonable support, the student is unable to achieve course completion.

### 5.4.1 *Intervention strategy – during a study period*

- During the study period, every week, student course progress and attendance will be continuously monitored by trainers.
- Identification of students “at risk” will be accomplished by teachers completing the relevant section of the Canberra Valley Institute course progress record for the course each student is enrolled in. A student is identified as “at risk” based on any of the criteria below.
- Students will be identified as being “at risk” if, at the end of each week, they:
  - Do not meet the assessment requirements as communicated to them in writing; or
  - Fail two consecutive assessments (or one if only two exist) in a prerequisite unit during a study period; or
  - Are absent for two consecutive days, or have an attendance record that negatively impacts their ability to complete a unit successfully; or
  - Are reported by the trainer as not making satisfactory progress through the course material.
- Trainers must monitor and record student attendance and progress during each week of the study period.
- Trainers must report, in writing (CVI course progress record), to the CEO the details of any student identified as being at risk during a study period without delay.

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- All students identified during a study period as being “at risk” of not meeting satisfactory course progress requirements will be sent a warning letter requiring them to attend a course counselling interview using the appropriate student course progress warning letter (case 1).
- An electronic copy of the warning letter and all other relevant documents will be placed in the student’s file.
- The First Warning Letter will be issued within two (2) working days where the student shows no improvement or fails to respond following a missed counselling session.
- The Second Warning Letter, including the Notice of Intention to Report, will be issued within two (2) working days after the First Warning Letter, where concerns remain unresolved.
- The CEO will initiate the course, counselling, interview, and weekly intervention meetings. However, appropriate personnel, such as trainers, may be called on to assist with the process.
- At the course counselling interview, academic and non-academic issues are to be explored, solutions sought, and the following intervention strategies will be put in place where appropriate:
  - Programs and counselling to address academic and non-academic issues.
  - Retaking assessments during the current study period.
  - Training and assessment programs conducted during non-compulsory periods to “catch up” failed units.
  - Undertaking additional units in subsequent study periods to “catch up” with the training program schedule.
  - Student attendance timetable prepared.
  - A weekly intervention meeting for the current study period with the CEO or a delegated person will be scheduled.
  - A weekly academic involvement report is requested from each subject trainer.
- Students who do not comply with the terms of the agreed intervention strategy will be notified in writing about this and the potential consequences of non-compliance. The written notification will be sent to the student within two business days of the Institute identifying the non-compliance. It will be up to CANBERRA VALLEY INSTITUTE, based on the information discussed and evidence provided, to decide whether to renegotiate another intervention strategy with the student or to notify the student at the Institute with the intention to report.

#### *5.4.2 Intervention strategy – after completion of a study period*

- The CEO will review the academic progress of all students within their department. Students identified as being “at risk” of not achieving satisfactory course progress will be flagged for intervention.

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- Canberra Valley Institute (CVI) determines “at risk” status by reviewing a current transcript extracted from the student database and completing the relevant section of the **Course Progress Record** for each enrolled course.
- A student is considered “at risk” of unsatisfactory course progress if they:
  - Fail more than 60% of units within a study period; or
  - Are unable to complete the course within the expected CRICOS-registered duration, following a program review conducted by the CEO in accordance with the **Completion Within Expected Duration Procedure**.
- Students identified at risk at the end of each week will receive a formal warning letter from the CEO, requiring attendance at a course counselling interview. An electronic copy of the warning letter and all related documentation will be stored in the student’s file.
- The CEO will lead the course counselling interview and coordinate weekly intervention meetings. Trainers or other relevant personnel may assist as needed.
- During the counselling interview, both academic and non-academic issues will be addressed. Strategies to support the student’s progress will be explored and implemented, which may include:
  - Development of a student attendance timetable
  - Creation of an individual study timetable
  - Weekly meetings with the CEO or delegated staff for the duration of the study period
  - Weekly academic involvement reports submitted by each subject trainer
  - Retaking failed assessments
  - Undertaking additional units in subsequent study periods to align with the program schedule
  - Offering training and assessment opportunities during optional periods to catch up on failed units
- Students who fail to comply with the agreed intervention strategy will receive written notice regarding their non-compliance and its potential consequences:
  - **First Warning:** Issued within 2 working days of the CEO identifying non-compliance
  - **Second Warning / Intention to Report:** Issued within 2 working days if progress remains unsatisfactory
  - **Letter of Cancellation & PRISMS Default Reporting:** Implemented immediately if non-compliance continues following the intention to report

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## 5.5 Appeals and Reporting

- **Reporting Obligations:** Where a student does not achieve satisfactory course progress despite the implementation of approved intervention measures, Canberra Valley Institute (CVI) will issue written notification advising the student of its intention to report the matter to PRISMS for potential visa non-compliance.
- **Right to Appeal:** Students are entitled to lodge an appeal against a decision relating to unsatisfactory course progress within 20 working days of being notified.
- **Post Appeal Process:** After the appeal period has concluded, or where an appeal has been resolved, further internal reviews or continued support actions must not postpone PRISMS reporting. Where reporting is required, it must be completed within 31 calendar days from the relevant Event Date, in line with section 19 of the ESOS Act and National Code Standard 8.9.
- If the appeal is unsuccessful or the student withdraws from the appeal process, Canberra Valley Institute (CVI) is required to report the student to the Department of Education and the Department of Home Affairs within 3 working days, following the PRISMS reporting process.

Trigger Event	Required Response	Timeframe	National Code Reference
Student identified as being at risk due to attendance or academic progress concerns	Make initial contact with the student and invite them to a support/intervention meeting	Within 2 working days	NC 8.3
Students do not attend scheduled counselling session or fails to actively engage in the intervention process	Issue First Warning Letter (formal notice of intervention)	Within 2 working days of the missed counselling session	NC 8.4
No response received to the First Warning Letter	Issue Second Warning Letter and Notice of Intention to Report (ITR)	Within 2 working days	NC 8.4
Student submits an appeal against the Intention to Report (ITR)	Provide written acknowledgement of the appeal and place	Within 2 working days	NC 8.4

### Course Progress and Intervention Policy and Procedure



	PRISMS reporting on hold pending outcome		
Appeal is unsuccessful or the student withdraws the appeal	Proceed with reporting the student via PRISMS	Within 3 working days of the final outcome	NC 8.9

**Additional Notes:**

- Intervention meetings and reviews must **not delay PRISMS reporting** once the appeal period has ended.
- The **Compliance Officer** must verify the accuracy of the Event Date before any PRISMS entry.
- Identification as “at risk,” warning letters, intervention meetings, and appeals **do not start the PRISMS reporting clock.**
- Only the **final decision following the appeal process** constitutes the **Event Date** for the purposes of **ESOS Act Section 19.**
- Operational delays, prolonged internal discussions, extended student engagement efforts, or workload constraints are not acceptable grounds for postponing reporting obligations. Failure to adhere to the prescribed timeframes may result in a breach of Section 19 of the ESOS Act.

## 5.6 PRISMS Reporting Authority

All PRISMS notifications and reporting associated with course progress are approved by the CEO or formally delegated to the Compliance Officer, in accordance with CVI’s governance and delegation arrangements.

Attempts to contact the student, liaise with education agents, or obtain supporting documentation are conducted to ensure student welfare and procedural fairness. However, these actions must not postpone PRISMS reporting once the Event Date has been triggered.

## 6. Warning and Reporting Process (NC8.4 &8.9)

### 6.1 Counselling Invitation

- An invitation to attend counselling will be issued **within two (2) working days** of a student being identified as at risk.
- The student will be contacted by **email and/or telephone.**

### 6.2 First Warning Notice

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- A **First Warning Notice** will be issued once a student has been formally identified as being at risk.

### 6.3 Second Warning or Intention to Report (ITR) Notice

- Where there is no response to the First Warning Notice within **two (2) working days**, a **Second Warning or Intention to Report (ITR)** notice will be issued.
- Students will be advised that they have **twenty (20) working days from the event date** to lodge an appeal, in accordance with **National Code Standard 8.4**.

### 6.4 PRISMS Reporting

Where an appeal is not submitted, withdrawn, or unsuccessful, the student will be reported through PRISMS within three (3) working days, in accordance with National Code Standard 8.9.

## 7. Responsible Person

- CEO / RTO Manager
- Student Support Officer

## 8. Review of Policy

Canberra Valley Institute will review the *Course Progress and Intervention Policy and Procedure* annually or on a needs basis (whichever occurs first).