



Course Progress Policy International Students

Purpose

This policy outlines how Xpert Solutions monitors, records, reviews and supports student course progress to assist students in successfully completing their studies within the expected duration of their course. Xpert Solutions is committed to:

- monitoring learner progression
- identifying students at risk
- providing timely intervention and support
- maintaining compliance with ESOS requirements
- supporting student success and completion outcomes.

This policy supports compliance with 2025 Standards for Registered Training Organisations; ESOS Act 2000; and National Code 2018.

Definition

Satisfactory Course Progress: Successful completion of at least 50% of the course requirements within a study period.

Unsatisfactory Course Progress: Failure to successfully complete at least 50% of the course requirements within a study period.

At-Risk Student: A student identified as being at risk of failing to achieve satisfactory course progress.

Intervention Strategy: Support actions implemented to assist students to achieve satisfactory course progress.

Self-Assurance: Ongoing review and monitoring activities used to evaluate the effectiveness of course progress systems.

Satisfactory Progress: Successfully completing at least 50% of the scheduled course requirements within a study period.

Unsatisfactory Progress: Successfully completing less than 50% of the scheduled course requirements within a study period.

Course Progress Breach: Unsatisfactory course progress in two consecutive study periods following implementation of intervention and support strategies.

Scope

This policy applies to all international students enrolled at Xpert Solutions. Students may be identified as at risk through:

- assessment outcomes
- attendance patterns
- learner engagement
- trainer observations



- wellbeing concerns
- LLND difficulties
- digital learning difficulties
- repeated assessment resubmissions.

Early intervention may occur before the end of a study period where risks are identified.

Policy

Xpert Solutions monitors student progress throughout the learner journey. Course progress monitoring aims to:

- identify students requiring support
- support learner progression
- improve completion outcomes
- identify emerging risks
- ensure students have opportunities to achieve course requirements.

Intervention strategies are intended to support students before a course progress breach occurs.

Xpert Solutions assesses course progress at the end of each designated study period. A study period is normally one academic term but may vary depending on:

- course structure
- delivery schedule
- unit sequencing
- CRICOS requirements.

The study period used for monitoring course progress will be documented in the relevant Training and Assessment Strategy and student timetable

While every attempt would be made to keep consistency, however number of weeks in the defined term may also factor in the duration and the completion of units of competency, which enable Xpert Solutions to determine student participation and course progress in any given successfully completed term. One Term is considered the minimum length of time in which it is reasonable for the Administration Manager to make an assessment of a student's course progress.

- ❖ Satisfactory course progress is achieved where a student successfully completes at least 50% of course requirements in a successfully completed Term
- ❖ Unsatisfactory progress is defined as not successfully completing or demonstrating competency in more than 50% of the course requirements in a successfully completed Term.
- ❖ Course breach is defined as not successfully completing or demonstrating competency in more than 50% of the course requirements in TWO consecutive successfully completed Terms or NOT responding to intervention meeting invitation within 10 working days from the receiving the invitation.

Xpert Solutions may monitor attendance, participation and learner engagement as indicators of academic risk. Attendance and engagement information may be used to support intervention planning and learner support activities.



International student will not be able to complete their course of study by the Proposed Course End Date indicated on the CoE. Extensions are only permitted for compassionate or compelling circumstances or where the provider has implemented their intervention strategy. Intervention strategies may also include:

- LLND support
- digital literacy support
- study skills support
- wellbeing referrals
- accessibility support
- counselling referral
- individual learning plans
- learner mentoring
- welfare support services

Compassionate or compelling circumstances apply, and demonstrable evidence is provided, which may include but is not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes; with illness started date and anticipated end date.
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country requiring emergency travel
- and this has impacted on the student's studies;
- a traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
- where Xpert Solutions is unable to offer a pre-requisite unit.
o where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.

Where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress or meeting attendance requirements, or

An approved deferral or suspension of studies has been granted in accordance with Xpert Solution's *Deferral, Suspension and Cancellation Policy and Procedures*.

When the student can only account for the variation/s by extending his or her expected duration of study, this will be reported to the Department of Home Affairs (DHA) via PRISMS.

All variations in the student's study load, including the reasons for the variation will be recorded on the student's file.

Where the duration of the student's enrolment is extended, Xpert Solution will advise the student to contact DHA to seek advice on any potential impacts on their visa, including the need to obtain a new visa.