

Job Training Institute (JTI)

Course Progress and Intervention Policy and Procedure – CRICOS (Overseas Students)

A. Purpose

- Explains how JTI monitors, supports and manages the academic progress of overseas students enrolled in CRICOS courses.
- Ensure overseas students are provided with a fair and reasonable opportunity to achieve satisfactory course progress and meet visa requirements.
- Ensure compliance with the ESOS Act 2000, ESOS Regulations 2019, National Code 2018, Tuition Protection Service framework, and Standards for RTOs 2025.

B. Scope

- Applies to all overseas students enrolled in CRICOS-registered courses delivered by JTI.
- Applies to all JTI staff involved in training, assessment, student support, monitoring, intervention, reporting, and PRISMS administration.
- Covers all study periods defined in the Training and Assessment Strategy for each qualification.

C. Definitions

- Study Period: A defined block of study (10–24 weeks) used to assess course progress as specified in the Training and Assessment Strategy.
- Compulsory Study Period: A study period in which the student must be enrolled.
- Satisfactory Course Progress: Completion of at least 50% of the units attempted in a study period.
- Unsatisfactory Course Progress: Failure to complete at least 50% of the units attempted in a study period.
- At Risk: Early indicators that a student may not meet course progress requirements without additional support.
- Intervention Strategy: A documented plan outlining agreed academic or welfare support actions.
- PRISMS: Provider Registration and International Student Management System.

D. Policy Statements

- JTI monitors academic progress throughout each study period using a progress-based framework for VET courses.
- Students identified as at risk are contacted early and offered academic counselling and support.

- A documented intervention strategy is implemented where additional support is required.
- A student who fails to achieve satisfactory course progress in two consecutive compulsory study periods may be reported through PRISMS after appeals are finalised.
- Students are provided with **at least 20 working days** to access JTI's internal complaints and appeals process, with enrolment maintained during this period.
- All actions, decisions, and communications are evidence-based, documented, and managed confidentially.
- Course progress data is analysed to support continuous improvement.

1. Information to Students

- Course progress requirements are communicated before enrolment, during orientation, and throughout course delivery.
- Information is provided via the Student Handbook, Written Agreement, course induction materials, and ongoing trainer communication.

2. Monitoring Progress

- Trainers monitor academic progress regularly using assessment submissions, NYC outcomes, learning milestones, and engagement records.
- Attendance is recorded in the Student Management System (Vettrak) to support engagement monitoring only and is not used as the sole basis for ESOS reporting.

3. Indicators of At-Risk Status

- Repeated Not Yet Competent outcomes or missed assessments.
- Failure to engage with learning activities or falling behind expected study timelines.
- Trainer concerns or personal, health, or welfare issues impacting the study.

4. Contact and Academic Counselling

- At-risk students are contacted via email or by phone by the Support officer/ International student Coordinator, /Course Coordinator/Trainer.
- Academic counselling discussions identify barriers to progress and support options.
- All contact attempts and outcomes are documented confidentially.

5. Intervention Strategy

- A written intervention plan is developed, agreed upon, and acknowledged by the student.
- Support strategies may include tutoring, LLN support, revised assessment schedules, mentoring, counselling, reassessment, or adjusted study load.
- Intervention plans specify actions, responsibilities, timeframes, and review points.

6. Ongoing Monitoring and Weekly Review

- Intervention progress is monitored weekly by the Course Coordinator and Trainer.
- Weekly meetings may be scheduled during the intervention period.
- All intervention evidence is retained in the student's file.

7. End-of-Study-Period Review

- A formal progress review is conducted at the end of each study period.
- Failure to complete at least 50% of attempted units results in an unsatisfactory outcome.

8. Warning Notifications

- Early risk communications and formal warning emails are issued where concerns arise.
- All warnings are clearly explained, issued in writing, and recorded in the student file.

9. Intention to Report and Appeals

- Where unsatisfactory progress occurs in two consecutive compulsory study periods, and the student fails to follow the intervention strategy plan, a Notice of Intention to Report is issued via email.
- The notice explains reasons, evidence, appeal rights, and provides 20 working days to lodge an internal appeal.
- Enrolment is maintained during the appeal process.

10. PRISMS Reporting

- If no appeal is lodged, the appeal is withdrawn, or the final appeal outcome supports JTI, the breach is reported through PRISMS.
- PRISMS reporting occurs within required legislative timeframes, and confirmations are retained.

11. Completion Within Expected Duration

- Study load is monitored to support completion within the expected duration stated on the CoE.
- CoE extensions are issued only for compassionate or compelling circumstances, approved intervention strategies, or approved deferment or suspension.
- All CoE changes are processed and recorded in PRISMS.

12. Recordkeeping and Privacy

- JTI retains records of monitoring, counselling, intervention plans, warnings, appeals, and PRISMS reporting for at least two years after enrolment ends.
- Academic records may be retained for up to seven years for internal assurance.
- All personal information is managed in accordance with the Privacy Act 1988.