PIONEER COLLEGE
RTO: 45763 CRICOS: 03956A

Course Progress and Attendance

Policy and Associated Procedures

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Pioneer Education Institute Pty Ltd t/a Pioneer College

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1. Purpose and Scope

1.1 This policy and associated procedures outline Pioneer College's (hereafter, referred to as 'Pioneer') approach to ensuring international students enrolled in both VET and ELICOS courses maintain satisfactory course progress and attendance throughout their studies to ensure they can complete their course within the required duration as specified in their confirmation of enrolment (CoE). This policy and associated procedures also outline the procedures for managing unsatisfactory progress.

1.1.1 This policy and associated procedures meet the requirements of Standard 2.3 of the Outcome Standards for RTOs, as well as Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

2. Related Documents

Student Handbook
Orientation Checklist
Training and Assessment Policy and Associated Procedures
Deferral, Suspension and Cancellation Policy and Associated Procedures
Complaints and Appeals Policy and Associated Procedures

3. Related Legislation

3.1 *Education Services for Overseas Students (ESOS) Act 2000*, specifically the *National Code 2018*

3.2 *National Vocational Education and Training Regulator (NVETR) Act 2011*, specifically the *2025 Standards for Registered Training Organisations (RTOs)*

This policy and associated procedures will contribute to Pioneer complying with other requirements such as included in the:

- *ELICOS Standards 2018*
- *Equal Opportunity Act 1984 (WA)*

4. Definitions

Warning Letter	A written notification advising students that they are not meeting the requirements.
Intervention Strategy	A plan established to support a student who is at risk of not progressing through the course.

5. Policy Statements

5.1 Overview

5.1.1 Pioneer monitors international students' course progress and attendance to ensure they are able to complete their course within the required duration.

5.1.2 The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.

5.1.3 Pioneer advises students before they commence their course of the requirements to achieve satisfactory course progress and attendance, including that students who do not meet course progress requirements are at risk of having their visas cancelled. This advice is included in the International Student Handbook, Course Brochure and within the Orientation.

5.1.4 All records of course progress and monitoring will be kept.

5.2 Monitoring Course Progress and Attendance

5.2.1 A number of strategies will be used to determine whether a student is at risk of, or is making unsatisfactory progress and attendance.

5.2.2 Course progress and attendance is monitored weekly during each study period as follows:

5.2.2.1 By reviewing satisfactory completion of assessments (see individual VET assessments and ELICOS curriculum for further details regarding assessment requirements).

5.2.2.2 By reviewing the student's attendance record to ensure that they attend a minimum of 80% of their scheduled classes and have not been absent for more than 5 consecutive days without approval for a leave of absence.

5.2.2.3 By assessing the student's participation in class.

5.2.3 Course progress monitoring will determine the need for a student to participate in an intervention strategy. Pioneer commits to an early intervention approach.

5.2.4 A student enrolled in a VET course will be deemed at risk and be required to participate in an intervention strategy if they:

5.2.4.1 Have an overall result of Not Yet Competent for a unit (VET students).

5.2.4.2 Do not attend classes on a regular basis.

5.2.4.3 Do not participate in learning activities within the classroom.

5.2.5 A student enrolled in an ELICOS will be deemed at risk and be required to participate in an intervention strategy if they:

5.2.5.1 Do not participate in a formative or summative assessment test.

5.2.5.2 Have not achieved a passing rate on a summative assessment task at the mid-point of the study period.

5.2.5.3 Are not maintaining satisfactory attendance of at least 80%.

5.2.6 All course progress and attendance monitoring is achieved by reviewing data on the student management system.

5.3 Intervention Strategy

5.3.1 Students who are identified at risk of not meeting course progress and attendance requirements are required to participate in an intervention strategy.

5.3.2 The intervention strategy will be developed to meet the student's needs and documented in an Intervention Form.

5.3.3 Students who are identified as being at risk will be informed in writing that they are at risk. This will be in the form of two formal warning letters and an intention of notice to report as follows:

5.3.3.1 First warning letter: after failing one or more assessment tasks of a unit following resubmission and/or where the student is identified as being at risk of not meeting the minimum 80% attendance requirement.

5.3.3.2 Second warning letter: after failing one or more assessment tasks of a unit following resubmission and/or failing additional assessment tasks of a unit and/or not meeting minimum of 80% attendance requirement despite an intervention strategy.

5.3.3.3 Notice of intention to report: after failing one or more assessment tasks of a unit following resubmission and/or failing additional assessment tasks of a unit and/or not meeting minimum of 80% attendance requirement despite an intervention strategy.

5.4 Exceptions

5.4.1 An exception may be made where a student is attending at least 70% of the course contact hours and is maintaining satisfactory progress.

5.5 Extension to an Expected Course Duration

5.5.1 Extensions to the course duration specified on the CoE will be allowed if:

5.5.1.1 Compassionate or compelling circumstances apply and demonstrable evidence of such is provided.

5.5.1.2 Where an intervention strategy is in place (or is about to be implemented) for the student because they are at risk of not meeting course progress or attendance requirements.

5.5.2 Students are advised to contact the DHA to seek advice on their student visa as an extension may result in cancellation.

5.6 Reporting

5.6.1 Where a student has demonstrated unsatisfactory course progress and/or attendance in a study period despite interventions implemented, Pioneer will:

5.6.1.1 Notify the student in writing of the intention to report the student for unsatisfactory course progress and/or attendance.

5.6.1.2 Inform the student of the reasons for the intention to report.

5.6.1.3 Advise the student of their right to dispute the decision by accessing Pioneer's Complaints and Appeals Policy and Associated Procedures within 20 working days of receiving the notice of intention to report.

5.6.2 Pioneer will only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS if:

5.6.2.1 The internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or

5.6.2.2 The overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period; or

5.6.2.3 The student has chosen not to access the external complaints and appeals process; or

5.6.2.4 The overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

5.6.3 All records will be kept on the student's file including warning letters and the notice of intention to report.

6. Procedures

6.1 Assess Course Progress and Attendance

6.1.1 Review data from student management system on a weekly basis to determine if students are at risk of not meeting course progress requirements as per the definitions in the policy.

6.1.2 Check and record student attendance daily using an Attendance Sheet, the results of which are entered into the Student Management System. An attendance rate is calculated each week.

6.1.3 Contact student via SMS and email if the student has been absent for more than 5 consecutive days without approval or they will not be able to achieve 80% attendance. This should be repeated until the student responds. Inform the student that their immediate attendance is required and they will receive a First Warning Letter as specified below.

6.2 Provide First Warning and Commence Intervention Strategy

6.2.1 Send the student a First Warning Letter of Unsatisfactory Course Progress/Attendance which includes an invitation to attend a meeting to discuss the issue. Include the letter on the student's file.

6.2.2 Use the Intervention Form to guide the meeting with the student.

6.2.3 Document agreed interventions on the Intervention Form and implement immediately. Include the Intervention Form on the student's file.

6.2.4 Monitor progress through regular communication and document progress on form.

6.2.5 In consultation with the student, adjust the intervention if required and update the Intervention Form.

6.2.6 Sign off on form when the intervention is complete and the student is meeting course progress/attendance requirements.

6.3 Provide Second Warning

6.3.1 Where the student is still not meeting course progress/attendance requirements, send the student a Second Warning Letter of Unsatisfactory Course Progress/Attendance, which includes a further invitation to attend a meeting to discuss the issue. Include the letter on the student's file.

6.3.2 Use the Intervention Form to guide the meeting with the student.

6.3.3 Advise the student that despite the interventions agreed to, they have still not been making progress. Identify their reasons for such and document in the progress report section of the Intervention Form.

6.3.4 Document any agreed adjusted interventions on the Intervention Form and implement immediately.

6.3.5 Monitor progress through regular communication and document progress on form.

6.3.6 Sign off on form when the intervention is complete and the student is meeting course progress/attendance requirements.

6.4 Advise of Notice of Intention to Report

6.4.1 Where the student is still not meeting course progress/attendance requirements, send the student a Notice of Intention to Report for Unsatisfactory Course Progress/Attendance.

6.4.2 If the student does not appeal against the decision to report them or if their appeal is unsuccessful, report the student via PRISMS for breach of course progress and/or attendance requirements, as applicable.

6.4.3 Complete all actions associated with cancellation such as removal of student's email account, access to Pioneer's property and so on.

7. Policy Review

7.1 Policy review is undertaken by the CEO with input from relevant staff.

7.2 Policy reviews are identified by an annual review cycle, or through audit and continuous improvement activities. An earlier review may occur if legislative or regulatory changes occur, or if a significant incident or near miss occurs.

7.3 The CEO actions the changes and updates the policies and associated procedures manual accordingly.

7.4 The CEO communicates amendments to policies and associated procedures to all relevant staff via email and/ or staff meetings.

7.5 Changes will be recorded in the updated version control and Document History.

8. Responsibilities

8.1 The CEO/ PEO is responsible for, but not limited to:

8.1.1 Formal reporting to regulators when required.

8.1.2 Overall accountability for ensuring Pioneer meets the requirements relating to course progress and attendance monitoring.

8.1.3 Approving the resourcing required for monitoring and intervention.

8.1.4 Ensuring governance oversight.

8.2 The Academic Manager/ Trainer Co-ordinator is responsible for, but not limited to:

8.2.1 Reviewing data to check course progress and attendance.

8.2.2 Conducting meetings with students and developing and monitoring intervention strategies.

8.2.3 Reviewing student appeals in relation to course progress.

8.2.4 Reporting students through PRISMS.

8.2.5 Ensuring all Trainers and Assessors understand and follow monitoring requirements, including accurate attendance marking and timely academic progress recording.

8.3 The Administration and Student Support Officer are responsible for, but not limited to:

8.3.1 Issuing warning letters and notices of intention to report.

8.3.2 Assisting students with their concerns that could be affecting academic performance.

8.3.3 Maintaining accurate records of actions taken and communication towards interventions.

8.3.4 Escalate serious cases to senior management.

8.4 Trainers and Assessors are responsible for, but not limited to:

8.4.1 Notifying the Academic Manager/ Trainer Co-ordinator of students they consider to be having difficulties with course progress and/or attendance.

8.4.2 Accurately recording attendance and keeping documentation.

8.4.3 Providing timely feedback and results to students.

8.4.4 Participating in intervention meetings when required and providing recommendations.

Any complaints or breaches in relation to this document should be reported to the Chief Executive Officer in person or by email to: ceo@pioneercollege.edu.au

Document History:

Version No.	Issue date	Nature of Amendment	Approved By
1.0	1 Jul 2025	*As per implementation of the Revised 2025 Standards for RTOs, all related documentation is reset to version 1.0 to reflect alignment with the updated regulatory framework.* Creation of Document.	CEO
1.1	28 Aug 2025	Document edited and contextualised.	CEO
1.2	20 Oct 2025	Reviews made.	CEO
1.3	09 Dec 2025	Table of Contents minor formatting. Added definitions. Elaborated on Responsibilities section.	CEO
1.4	16 Jul 2026	Review made. Minor updates on cover page.	CEO
1.5	03 Sep 2026	Minor changes have been made.	CEO

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