



2.9. Course Progress Monitoring and Intervention Strategy

This section consolidates the Monitoring Course Progress Policy v4.1 and Intervention Strategy Policy v3.1. Applies to ALL students. International students are also subject to ESOS Act / National Code Standard 8 obligations.

2.9.1 Policy Statement

MACI monitors the progress of all enrolled students on an ongoing basis and implements timely, tailored intervention strategies for any student identified as being at risk of not meeting satisfactory course progress requirements or completing within the expected course duration. Intervention is a free service to all students.

2.9.2 Satisfactory Course Progress Definition

Term	Definition
Satisfactory Course Progress	A student obtains a Competent (C) result in at least 50% of the total number of units assessed in any given study period (term).
Study Period	One term as per the MACI intake schedule (approximately 11 weeks).
Not Yet Competent (NYC) or Not Competent (NC)	A result given when a student does not meet the required standard for an assessment, including where assessment is not submitted.
At Risk	A student not meeting satisfactory course progress requirements or displaying indicators of risk as described in §9.4.
Unsatisfactory Course Progress	A student failing to achieve at least 50% competency in two consecutive study periods (2 terms). This constitutes a breach for international students.
Special Consideration	A process by which a student experiencing serious illness, bereavement, trauma, or psychological incapacitation may apply to have those circumstances considered in assessment determinations.

2.9.3 Recording Student Progress

All student assessment results (Competent or Not Yet Competent/Not competent) are recorded by trainers/assessors in the Student Management System (SMS) as each assessment is completed. The Administration Manager is responsible for ensuring the SMS is kept accurate and up to date. All assessment records are maintained on each student's file.

2.9.4 At-Risk Monitoring — Triggers

The Academic Manager and Administration Manager monitor student progress through the SMS every five (5) weeks. A student is identified as at-risk when one or more of the following occur:

- Course progress falls below 50% of units scheduled for the current term to date
- Two or more NYC results in a study period



- Two or more overdue assessments without an approved extension
- Attendance falls below 80% of scheduled contact hours in any period (see also Section 10 — Attendance)
- A trainer reports disengagement, personal difficulties, or other welfare concerns
- The student self-identifies as struggling or requests additional support

2.9.5 Course Progress Warning and Intervention Procedure

Stage	Trigger	Action	Student Rights
Initial Notification	Course progress falls below 50% within a term to date (identified at 5-week review)	Administration Manager issues Unsatisfactory Course Progress Notification Letter. Student is advised to seek support. Intervention encouraged but not yet compulsory. Academic Manager informed.	Right to access Student Support services and make an appointment with the Academic Manager.
First Official Warning	Course progress falls below 50% at the end of a completed term	Administration Manager issues First Official Warning Letter. Meeting with Academic Manager is compulsory. Individualised Intervention Plan developed and documented on Intervention Report. Intervention is compulsory from this point.	Right to access complaints and appeals process. Must respond within 5 working days or Administration Manager contacts by phone.
Second Official Warning (if applicable)	Continued below 50% progress following First Warning, but student engaged with intervention	Second Warning Letter issued. Academic Manager escalates to CEO. Further intervention meeting held. Course duration extension considered.	Right to access complaints and appeals process.
Breach Recorded Letter	Progress below 50% for 2 consecutive completed terms	Administration Manager issues Breach Recorded Letter. Student informed of the intention to report to DHA via PRISMS (international students). 20 business days to access complaints and appeals process.	20 business days to lodge internal appeal before PRISMS report is submitted.

2.9.6 Intervention Plan — Content

The Intervention Plan is developed collaboratively with the student and documented on the MACI Intervention Report form, signed by both the student and the Academic Manager. It may include any combination of:

- Extra tuition and one-on-one sessions with the trainer
- Timetable adjustments
- Study skills coaching and time management support
- LLND support referral (Section 5.3)
- Review and adjustment of assessment strategies



- Reduced enrolment load
- Reassessment opportunities
- Wellbeing referrals (Section 8)
- Adjustment to course duration (where warranted — see Section 10 for international students)
- Peer mentoring or study buddy arrangement

2.9.7 PRISMS Reporting — International Students

MACI reports unsatisfactory course progress to the Department of Home Affairs via PRISMS under section 19(2) of the ESOS Act only after one of the following conditions is met:

- The internal and external complaints processes have been completed and the outcome does not support the overseas student
- The overseas student has not accessed the internal complaints and appeals process within 20 working days of the Breach Recorded Letter
- The overseas student has chosen not to access the external complaints and appeals process
- The overseas student has withdrawn from the internal or external appeals process in writing

The Administration Manager reports the breach via PRISMS within 5 business days of the applicable condition being met and notifies the student in writing.

2.9.8 Special Consideration

A student experiencing serious illness, psychological incapacitation, bereavement, or trauma may apply for Special Consideration. Students must make an appointment with the Student Support Team to be assessed for eligibility. Supporting evidence (medical certificate, death certificate, police report, or psychologist's report as applicable) is required. Approved Special Consideration adjusts the student's course progress calculation accordingly and is documented on the student's file.

2.9.9 Assessment Integrity

All MACI assessments are conducted honestly and ethically. Suspected academic misconduct is managed in accordance with MACI's Academic Integrity and Training and Assessment policies. Outcomes and sanctions are determined proportionate to the nature and severity of the misconduct. AI-generated content submitted without disclosure or attribution may constitute academic misconduct and will be managed in accordance with MACI's Academic Integrity and Training and Assessment policies.