

## Course Progress Monitoring Policy and Procedure

### 1. Purpose

This Policy and Procedure provides the framework for the monitoring of the Course Progress & attendance requirements of Students enrolled in a course at the City College, as required under the Education Services for Overseas Students Act 2000, and contained in the National Code of Practice for Providers of Education and Training to Overseas Students, 2018 (National Code).

### 2. Related Documents

- Complaints and Appeals Policy and Procedure
- Refund and Cancellation Policy and Procedure
- International Student Handbook
- Unsatisfactory Course Progress Warning-Intervention invitation
- Notice of Intention to Report
- Intervention Strategy Form
- Individual Training Plan
- Intervention Policy and Procedure

### 3. Related Legislation

Education Services for Overseas Students (ESOS) Act 2000

National Code of Practice for Providers of Education and Training to Overseas Students 2018

### 4. Scope

4.1 This Policy and Procedure applies to:

4.1.1 The management of students enrolled and studying with **City College**, and

4.1.2 Staff and Trainers employed with or on behalf of **City College**.

### 5. Responsibility

5.1 The CEO and Admin / Admin / Student Support Officer of City College has the overall responsibility for the management and monitoring of City College students' course progress and participation, and

5.2 The CEO and Admin / Student Support Officer has been delegated with the responsibility for overseeing the operational management of City College strategies and practices for the monitoring of student course progress and City College intervention strategies and practices, and

5.3 The City College CEO and Admin / Student Support Officer is delegated with the responsibilities for overseeing and managing the daily operations and practices of City College Admin / Student Support staff in administering City College student's progress and intervention strategies in accordance with the current City College Policies and Procedures.

### 6. Definitions

CoE	Confirmation of Enrolment. A CoE is required to be issued to all international students wishing to study in Australia on a Student Study Visa.
Compassionate or	Circumstances generally beyond the control of the student which will affect

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Compelling Circumstances	the student's course progress or wellbeing
DoHA	The Department of Home Affairs, which includes responsibility for immigration matters.
ESOS Act	The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia.
National Code 2018	The National Code of Practice for Providers of Education and Training to Overseas Students 2018, established pursuant to Part 4 of the ESOS Act.
Principal Course	The principal course refers to the main/highest level course of study to be undertaken by the international student where a student visa has been issued. The principal course of study is typically the final course of study where the international student is granted a student visa to study multiple courses in Australia.
Intervention Strategy	A plan to assist students who have been identified as being at risk of not completing their course of study in the registered duration allocated for them to complete their studies, and: <ul style="list-style-type: none"> <li>• Is designed to assist a student in managing their studies successfully and maintaining satisfactory course progress;</li> <li>• can consist of various components depending upon a student's individual circumstances, needs and willingness to engage with the strategy;</li> <li>• aims to assist identified students get their studies on track and complete within the registered duration of the course or provide useful strategies to assist the student in developing a new and more appropriate study plan to complete their program.</li> </ul>
International Student	A student studying in Australia on a student study visa
PRISM	Provider Registration and International Students Management System: The Australian Government database that provides Australian education providers with Confirmation of Enrolment facilities required for compliance with the ESOS Act 2000
Risk of Unsatisfactory Course Progress	A student is considered "at risk" of unsatisfactory course progress when the student has failed to maintain satisfactory course progress for the first time.
Satisfactory Course Progress	Students must complete each unit of competency required for their course of study within a specified scheduled timeframe.
Unsatisfactory Course Progress	The continued failure to successfully complete or demonstrate competency in at least 50% or more of their scheduled unit/s of competence or scheduled assessment requirements for each course study Term (each Term = 10 weeks).

## 7. Policy Provisions

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- 7.1 This policy details the requirements of Satisfactory Course Progress and the process for the monitoring each student's Course Progress, and the actions required where students are identified as being at risk of and/or having Unsatisfactory Course Progress.
- 7.2 The National Code requires providers to have documented policies and processes for monitoring and assessing International student's course progress & participation including:
- 7.2.1 requirements for achieving satisfactory course progress, including policies that promote and uphold
  - 7.2.2 the academic integrity of the registered course and meet the training package requirements where applicable
  - 7.2.3 processes to address misconduct and allegations of misconduct.
  - 7.2.4 processes for recording and assessing course progress requirements.
  - 7.2.5 processes for recording course participation of minimum 20 scheduled contact hours per week.
  - 7.2.6 processes to identify overseas students at risk of unsatisfactory course progress.
  - 7.2.7 details of the registered provider's intervention strategy to assist overseas students at risk of unsatisfactory course progress.
  - 7.2.8 processes for determining the point at which the overseas student has failed to meet satisfactory course progress.
- 7.3 Where the provider has assessed a student as not meeting satisfactory course progress requirements, the provider must issue the student a written notice as soon as practicable which:
- 7.3.1 notifies the student that the provider intends to report the student for unsatisfactory course progress
  - 7.3.2 informs the student of the reasons for the intention to report and advises the student of their right to access the providers' complaints and appeals process within 20 working days.
- 7.4 Course Progress
- 7.4.1 **SATISFACTORY COURSE PROGRESS** is achieved when:  
A student has successfully achieved 50% or more of their scheduled units of competence or scheduled assessment activities during each study period (study period = 1 Term/10 weeks).
  - 7.4.2 **UNSATISFACTORY COURSE PROGRESS** is when:  
A student has NOT successfully achieved 50% or more of their scheduled units of competence or scheduled assessment activities in consecutive two (2) or more study periods (study period = 2 Term/20 weeks).
- 7.5 This includes where a student has a Not Yet Competent or Did Not Attend Result and/or a Not Satisfactory or Did Not Submit assessment outcome for one or more assessments due.
- 7.6 Monitoring Course Progress  
Within four (weeks) from the end of each Study Period (Term/10 weeks), student scheduled assessment results and/or outcomes for the preceding study period are to be reviewed with action taken as follows:
- 7.6.1 Where a student is identified as NOT having successfully achieved 50% or more of their scheduled assessment results and/or outcomes, in the FIRST instance - will require the formal warning letter and opportunity of City College Intervention Strategy to be implemented, and

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7.6.2 Where a student is identified as NOT having successfully achieved 50% or more of their scheduled assessment results and/or outcomes, in consecutive two (2) or more study periods or failed intervention agreed outcome – is to be issued with a Notice of Intent to Report for unsatisfactory course progress.

7.7 Intervention Strategy

An Intervention Strategy is a written and agreed individual plan developed by a Admin / Student Support Officer in conjunction with relevant City College Trainer/s and in consultation with the student. It provides details of specific assistance and/or advice provided to the student in order to rectify the issues preventing the student from achieving their satisfactory course progress requirements. Refer to the City College Intervention Strategy Form.

7.8 Complaints and Appeals Process

Where a student is identified as having Unsatisfactory Course Progress and City College has issued the student with a Notice of Intention to Report, the Notice is to advise the student of their having an opportunity to access the City College Complaints and Appeals Process.

7.9 Information Available

City College provides information to students on its Student Course Progress Policy in the International Student Handbook, the Students Letter of Offer and Student Acceptance Agreement.

## 8. Policy Information

Authorised Officer	CEO
Supporting documents, procedures & forms of this policy	International student handbook Unsatisfactory Course Progress Warning-Intervention invitation Notice of Intention to Report Intervention Strategy Form Intervention Policy and Procedure
Related Legislation and Codes of Practice	Education Services for Overseas Students Act 2000 National Code, Standard 8
Audience	Student/Public

## 9. Procedure

**9.1**Recording of Assessment Outcomes Responsibilities: The CEO and Admin / Student Support Officer is responsible for overseeing and managing these procedures and to ensure the staff and trainers are recording and maintaining all student outcomes attained within the Student Management System.

**9.2**City College Trainers are required to submit a course Class Result Sheet = Within TWO (2) weeks of each unit of competency end date.

**9.3**Course Progress and Outcomes Reporting: The CEO and Admin / Student Support Officer is responsible for ensuring regular Course Monitoring and Intervention Register are generated and

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distributed to relevant key internal stakeholders and staff in order to ensure students' progress and participation is being monitored and managed effectively. Reports produced must align with the dates of each course intake. Admin / Student Support Staff are required to generating the City College Course Monitoring and Intervention Register and Individual Progress Report using the following procedure.

### Producing a Course Monitoring and Intervention Register and Individual Progress Report

Step No	Task/Activity	Responsible Person
1	Trainer/Assessor will submit the class results at the end of each unit of competency to identify the students as risk. Reports should align to the dates of each course intake	Admin / Trainer
2	Admin will generate the required Individual Progress Reports to monitor the course progress.	Admin / Trainer
3	Review the report as at the end of the study period – specifically, the following details for each student listed: – The total number of assessment activities OR Units scheduled to be completed in the study period <ul style="list-style-type: none"> <li>• The number of scheduled assessments or units not successfully attained,</li> <li>• The percentage of scheduled assessments or units satisfactory attained by each student during the study period, and</li> <li>• The actual outcome of assessments or units that the student has successfully completed in the Study Period</li> </ul>	Admin / Trainer
4	Clearly identify each student with a reported outcome for scheduled assessments OR units successfully attained - of LESS than 50%.	CEO, Admin / Student Support Officer
5	Prepare a Course Monitoring and Intervention Register and Individual Progress Report (ProPowerPRO) <ul style="list-style-type: none"> <li>• This report identifies students who are “At Risk” of “Unsatisfactory Progress” and must also include the following information: <ul style="list-style-type: none"> <li>○ Each Student ID No,</li> <li>○ Each Student Name,</li> <li>○ Course Code,</li> </ul> </li> </ul>	Admin / Student Support Officer

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	<ul style="list-style-type: none"> <li>○ The Start and End Date of the Study Period (10 week a term), and</li> <li>○ The Actual outcome, EACH student has successfully attained the scheduled Assessments OR Units within the Study Period (which was identified as being Less than 50%).</li> </ul>	
6	<p>Communicate this Course Monitoring and Intervention Register (Students at risk) and Individual Progress Report to the following internal stakeholders for their information and/or further action/s:</p> <ul style="list-style-type: none"> <li>• Admin / Student Support Officer (Student Monitoring/ Intervention)</li> <li>• Each student (For the intervention strategy)</li> <li>• CEO (For approval and action)</li> </ul>	Admin / Student Support Officer/ CEO
7	This Course Individual Progress Report must be sent to the students within One (1) week after the end date of the relevant Study Period (Term) reporting.	Admin / Student Support Officer/ CEO

#### 9.4 Students “At Risk” Student Intervention and Notice of Intent to Report

9.4.1 On receipt of the Individual Progress Report (Identifying Students “At Risk” of Unsatisfactory Progress”) - The Admin / Student Services Officer responsible for Student Monitoring and Interventions is required to complete the following tasks and activities:

#### Process for Students Identified as “At Risk” of “Unsatisfactory Course Progress”

Step No	Task/Activity	Responsible Person
1	Analyse the content of the Course Monitoring and Intervention Register received identifying those students who are “At Risk” of Unsatisfactory Course Progress.	Admin / Student Support Officer
2	<p>With consideration and reference to Standard 8 of the National Code 2018, and the relevant Policies and Procedures - Determine the most appropriate action to be taken from those listed below for each student listed within the report:</p> <p><b>Option 1 - INTERVENTION:</b></p> <p>Issue the student with a Warning: Unsatisfactory Course Progress Warning-Re: Unsatisfactory Course Progress (Intervention Invitation).</p> <p><b>NOTE:</b></p> <ul style="list-style-type: none"> <li>• This Warning is to be sent to the students via the student nominated email address on the City College SMS. This Warning letter is to include an invitation request for the student to attend a meeting with</li> </ul>	Admin / Student Support Officer

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	<p>the Students Services Officer to discuss the students current unsatisfactory progress results, poor participation (if applicable), and possible support needs of the student in order to negotiate and develop an appropriate and effective Intervention Plan and/or Individual Student Study Plan if/where applicable.</p> <ul style="list-style-type: none"> <li>• Prior to meeting with the student, the Admin / Student Support Officer is to consult with the relevant trainer/s and seek their support in participating in the scheduled intervention meeting with the student, review the students Powerpro LMS record for past notes, support needs and other relevant documentation.</li> <li>• The scheduled meeting is to be coordinated by the Admin / Student Support Officer, and be conducted between: The Admin / Student Support Officer, the Student and the relevant trainer. Note: The Student is entitled to bring a nominated support person to be present at the meeting.</li> </ul> <p><b>Option 2 - NOTICE OF INTENT TO REPORT (NOR):</b> Issue the student with a Notice of Intention to Report – Unsatisfactory Course Progress after the formal warning letter and failed intervention activity.</p> <p><b>NOTE:</b></p> <ul style="list-style-type: none"> <li>• This Notice is to be sent to the students via the Admin / Student Services email – to the student’s official student email address or in person in case student/s are in the college.</li> <li>• This Notice informs the student that they are on notice to be reported due to their having “Unsatisfactory Course Progress”.</li> <li>• Students should only be issued with a NOR in circumstances where the Student has been identified as having “Unsatisfactory Course Progress in TWO (2) study periods (10 week a terms) or students who did not attend the meeting after receiving warning to get an intervention plan.</li> </ul>	
3	Once the appropriate action option (from the above) has been determined, The Admin / Student Support Officer is to generate the relevant Warning or Notice for each student/s, then email it to the students email address	Admin / Student Support Officer
4	The Admin / Student Support Officer is to ensure they record the details of each scheduled student intervention meeting date and the dates for Intervention Meetings and NOR are recorded in the relevant individual E-folder in City College server to ensure follow up action.	Admin / Student Support Officer
5	Approve the tasks and activities	CEO

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## 9.5 Course Progress

### Process for Monitoring and Managing Course Progress

Step No	Task/Activity	Responsible Person
1	Admin / Student Support Officer identifies student/s at risk or requiring an intervention strategy. This can be via: <ul style="list-style-type: none"> <li>Course Monitoring and Intervention Register – Students who have been deemed NYC/Not Pass or DNS/DNA (by not submitting the required assessments) for 50% or more of the units studied during one study period.</li> </ul>	Admin / Student Support Officer
2	Prepare the Intervention Invitation via Email for the student/s identified at risk.	Admin / Student Support Officer
3	Record email communication and invitation including details of student/qualification/unit of competencies outcome in the student E-Folder.	Admin / Student Support Officer
4	Meet with student/s and record details discussed on the Intervention Strategy Form as appropriate.	Admin / Student Support Officer
5	Prepare and outlining agreed intervention strategy for student. This must be done within five (5) working days of meeting, include appointment to review how the strategy is going with the student.	Admin / Student Support Officer
6	Record details of agreed 'strategies' in students folder including intervention strategy plan.	Admin / Student Support Officer
7	Co-ordinate the processes required to fulfil the requirements of the intervention strategy with staff/trainer.	Admin / Student Support Officer
8	Approve the tasks and activities.	CEO

## 9.6 Monitoring Course Progress

9.6.1 At the end of each study period, City College Student Support Officer monitor each student's course progress via the Student Management System.

9.6.2 Admin / Student Support Officer will identify students who have unsatisfactory progress and require an Early Intention Strategy. This can be via:

9.6.2.1 Course Monitoring and Intervention Register – where a student is at risk of unsatisfactory course progress (for example, the student has not completed the assigned course level within the agreed duration as per the timetable/schedule. or

9.6.2.2 Email/Communication - Completed by City College staff member, detailing concerns they have about student/s.

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- 9.6.3 The Admin / Student Support Officer will compare the highlighted students to the previous study period’s Course Progress Monitoring Report and determine if the student is:
- 9.6.3.1 Subject to report – the student was deemed at risk during a previous study period and was placed on an intervention strategy; or
  - 9.6.3.2 At risk – the student is not on an intervention strategy and at risk of unsatisfactory course progress.
- 9.6.4 Based on the review of the Course Progress Monitoring Report, the Admin / Student Services Officer will determine the required action to be undertaken for each student. These options are:
- 9.6.4.1 Issue Warning letter
  - 9.6.4.2 Implementing an intervention strategy; or
  - 9.6.4.3 Issuing a Notice of Intention to Report (Unsatisfactory Course Progress) Letter. Implementing an Intervention for Students
- 9.6.5 Issue the Warning: Unsatisfactory Course Progress Warning-Re: Unsatisfactory Course Progress (Intervention Invitation). This letter invites students to attend a meeting at City College to discuss their course progress and prepare an Intervention Strategy Form.
- 9.6.6 Record all details of appointments and intervention form in the student’s file.
- 9.6.7 Meet with student/s and record details discussed on the Intervention Strategy Form as appropriate.
- 9.6.8 Prepare the letter outlining the agreed Early Intervention Strategy for the student. This must be done within 5 days of meeting and include an appointment to review how the strategy is working for the student.
- 9.6.9 Co-ordinate the processes required to fulfil the requirements of the Intervention Strategy.
- 9.6.10 Where a student who is uncontactable or refuses to accept a proposed intervention strategy, a formal record of this will be made on the Student Management System. Issuing a Notice of Intention to Report (Unsatisfactory Course Progress) Letter.
- 9.6.11 Students are issued a NOR for Unsatisfactory Course Progress following the monitoring of course progress completed by Admin / Student Support Office via the Email. The NOR template informs the student of their right to access City College complaints and appeals process within 20 working days and provides reference to the City College Complaints and Appeals Policy and corresponding procedure.
- 9.6.12 Admin / Student Support Officer are required to set a calendar reminder as follows:
- 9.6.12.1 Invite all parties to accept the calendar reminder;
  - 9.6.12.2 Apply the due date of 20 working days from the date of NOR issue (taking into account weekends and public holidays); and
  - 9.6.12.3 List all students on the calendar invite that have received a NOR during this specific Progress Monitoring.

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- 9.6.13 City College CEO and Admin / Student Support Officer monitor the cancellation of students following the issuance of a Notice of Intention to Report (NOR) for Unsatisfactory Course Progress. The following processes must be actioned.
- 9.6.14 Admin / Student Support Officer must only proceed with the cancellation of each applicable student's confirmation of enrolment (CoE) via PRISMS where:
- 9.6.14.1 the student has not submitted an appeal of the NOR
  - 9.6.14.2 the appeal was unsuccessful and the student has not accessed the external appeals process; or
  - 9.6.14.3 the student has withdrawn from the internal or external appeals process and notified City College in writing.
- 9.6.15 Admin / Student Support Officer are to provide written notification of the cancelled CoE and notify the student to seek advice from DoHA on the potential impact of their student visa.
- 9.6.16 Admin / Student Services are required to submit a Record of Outcomes for all students listed in this progress monitoring that has received a NOR to the CEO and Admin / Student Support Officer email address. This must include a confirmation of all students cancelled, if applicable.

## 9.7 Extending Course Duration

- 9.7.1 City College may choose to extend a student's course duration in the following situations:
- 9.7.1.1 It is assessed that compassionate or compelling circumstances exist. Evidence must exist to support this decision;
  - 9.7.1.2 If City College has implemented or is in the process of implementing an Intervention Strategy for an overseas student who is at risk of not meeting satisfactory course progress;
  - 9.7.1.3 An overseas student has an approved deferral/suspension of their enrolment.
- 9.7.2 If City College extends the duration of an overseas student's enrolment, students must be advised they need to visit the Department of Home Affairs (DoHA) website to seek advice on any potential impacts on their visa.

## 9.8 Extended Durations in Limited Circumstances

- 9.8.1 Where identified an enrolment needs to be extending, as per criteria covered in this policy, the following procedure will apply:
- Admin / Student Services Officer will invite the student to a meeting and/or provide the student with the course variation form and assist in the completion thereof.
  - Student must be informed about the possible implications, such as:
    - o Effects on visa status
    - o Confirmation of Enrolment (CoE) Course schedule and the possible effects on both academic performance and participation.
    - o Extending course beyond visa expiry date: If the approval of the application of course variation leads to the course extending past the student's visa expiry date, then the student must be made aware that any additional costs incurred for a new student visa will be borne by the student.
  - Completing course prior to expected completion date: If the course variations lead to the student finishing his/her studies prior to the expected completion date, the student must

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be made aware that their student visa will expire 28 days after the course has been completed. City College will advise students to seek DoHA advice in regard to their visa.

9.8.2 All tasks on the Course Variation Form, task checklist is actioned within designed timeframes completed and relevant notices are sent to the students.

9.8.3 All changes to a student's course duration are reported to DoHA, via PRISMS within designed timeframes.

### 9.9 Course Extension Requests

9.9.1 Any City College student who wishes to request a course extension must provide the following:

- A Course Variation Application Form; and
- Evidence to demonstrate the student meets one of the requirements specified in the Deferral, Withdrawal and Course Extension Policy.

9.9.2 Once the complete request has been received, the Admin / Student Support Officer will assess the course extension request within 14 working days.

9.9.3 If the course extension request has been approved by CEO, the Admin / Student Services Team will:

- Issue the student an extended CoE for the expected duration of study; and
- Notify the student to contact DoHA to seek advice on whether a new visa is required.

9.9.4 The Admin / Student Support Officer will record the following information on the City College Student Management System:

- The application for course extension,
- The assessment of the course extension request,
- All supporting documentation provided by the student (where applicable),
- The decision of the extension request, and
- The notification to the student. Refused Course Extension Requests

9.9.5 If City College refuses the course extension request by the CEO, the Admin / Student Services Team will:

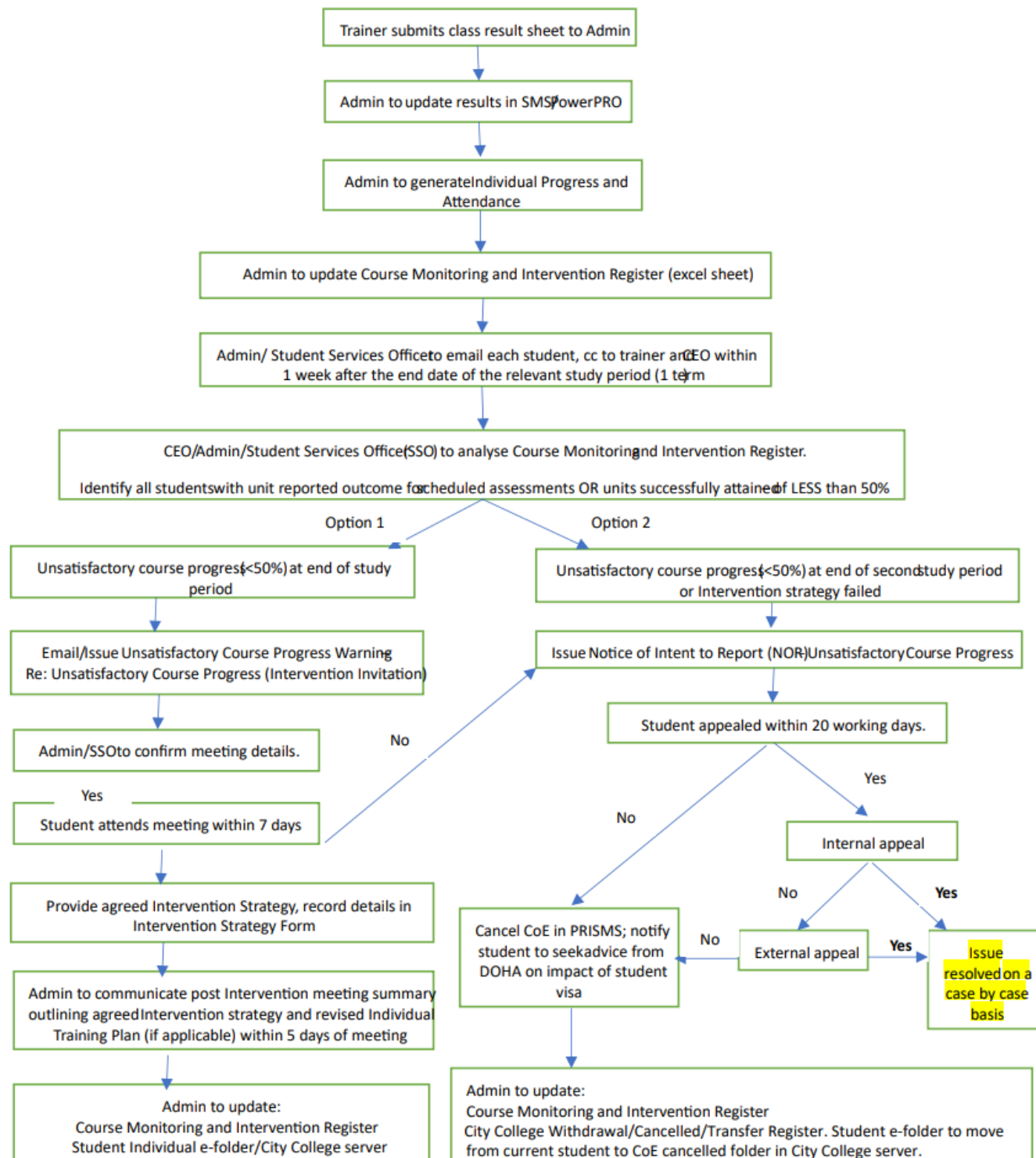
- Issue a written response to the student outlining the reasons for the refusal; and
- Inform the student of their right to appeal the decision within 20 working days, as per Student Complaints and Appeals Policy and Procedure.

9.9.6 The Admin / Student Support Officer will record the following information on the City College Student Management System:

- The application for course extension,
- The assessment of the course extension request,
- All supporting documentation provided by the student (where applicable),
- The decision of the extension request, and
- The notification to the student.

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### City College Course Progress Monitoring Flowchart



### Revision History

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