



POLICY NUMBER: **MAT027**

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NAME: **Course Progression Policy & Procedure**

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APPROVED BY: RTO Director

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Date of Next Review: 31 October 2025

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## POLICY

### PURPOSE

This policy and procedure has been designed to ensure that Medical Administration Training (MAT) implements an effective process for maintaining academic progress and ensuring that learners are provided with the necessary support services to successfully complete their chosen course of study.

### ADHERENCE TO REGULATORY STANDARDS

This policy ensures compliance with the relevant clauses of the Standards for Registered Organisations (RTOs) 2015 relating to the provision of information to learners.

### SCOPE

This policy encompasses all MAT team members, including the RTO Director, RTO Manager, Trainers/Assessors, and the Administration and Support team. Its reach extends to all enrolled students and, in the case of traineeships, employers involved with the RTO.

### POLICY STATEMENT

Medical Administration Training (MAT) is committed to providing high-quality training to learners, and to ensuring that all learners are able to successfully progress through their studies. MAT applies academic progression requirements in order to ensure that learners are provided with the necessary support to complete their studies and demonstrate satisfactory academic progress to advance through their chosen course.

### Progressive Learning

To maintain the momentum of learning throughout the course, students pursuing certificate or diploma qualifications are required to complete each subject one at a time, adhering to the provided training schedule. This sequential method is intended to guarantee that students fully grasp the necessary skills and knowledge before moving on to the next unit.

### Identifying Potential Issues with Student Progression

MAT actively monitors student activity for signs indicating possible challenges in their course progression. These potential indicators include:

- Inconsistent engagement:
  - Extended periods of inactivity in the learning management system (LMS).
  - Failure to submit assessments on time or at all.
  - Frequent requests for extensions on assessment deadlines.

- Performance challenges:
  - Regularly receiving unsatisfactory results on submitted assessments.
  - Demonstrated difficulty with the English language in written or spoken form.
- Limited communication:
  - Lack of interaction with trainers or support staff.
  - No response to communication from the RTO.

### **Addressing Potential Issues**

Upon identifying a student at risk of falling behind, the RTO support team will:

- Contact the student: Highlight their progression status and clearly outline the necessary steps for immediate improvement.
- Offer tailored support: Provide resources, guidance, and adjustments to facilitate successful progression, if applicable.
- Involve relevant parties: Involve the student's employer (traineeship students only) or third-party payer (if applicable) to discuss concerns and collaboratively address potential barriers to progress. Additionally, notice should be given to the parent/guardian if the student is under 18 years of age.

### **Review and Appeals**

Students will have access to the [Complaints and Appeals](#) process in regard to decisions made under this policy.

## **RESPONSIBILITIES**

**Students** are expected to:

- Proactively communicate any difficulties they encounter in meeting course requirements to their trainer or support officer.
- Maintain satisfactory training progression throughout their enrolled course, as outlined in this policy.
- Collaborate with their trainer to negotiate adjustments to training and assessments that ensure reasonable accessibility when required.
- Submit course assessment materials:
  - Full qualification courses: Adhere to the designated training schedule.
  - Short courses: Complete and submit all materials on or before the enrolment end date.
- Respond promptly (within 7 days or sooner) to any correspondence from MAT regarding course progression or enrolment.

The responsibilities of **RTO Training and Support Staff** includes:

- Providing orientation information for new learners that includes an explanation of the academic progression policy and process and the resources available to support their learning.
- Providing clear and transparent requirements for academic progression to all learners, including the requirement to successfully complete each unit of competency within a designated study period prior to progressing where applicable.
- Assisting any student who seeks help regarding training progression matters.

- Monitoring students for indications of failure to progress and providing assistance upon identification of such issues.
- Maintaining accurate records of learners' academic progression, including their results, learner engagement, and any remedial action taken.
- Notifying the RTO Manager of students who persistently fail to progress, despite intervention and guidance from the trainer and assessor.
- Ensuring that learners are aware of their right to complain or appeal.

For traineeship students, **employers** have the following responsibilities:

- Encouraging and actively facilitating participation in training activities.
- Providing support for employees to access additional learning opportunities or resources, when necessary.
- Maintaining open communication with employees regarding their training progress and addressing any challenges they may encounter.
- Collaborating with both the RTO and employees to identify and overcome any obstacles to progression.
- Recognising and rewarding employees for their dedication to training and development.

## PROCEDURE

This procedure lists the actions required to identify, monitor, intervene and support students 'at risk' of disengagement and unsatisfactory course progress.

<b>MONITOR STUDENT PROGRESSION</b>	
Responsibility	Steps
Administration staff	<p><b>Maintain up-to-date Student Records</b></p> <p>MAT will maintain up-to-date student records and use these records to consistently monitor student progress. Individual academic results and academic progress details for each student will be maintained in the Student Management System (SMS).</p> <p>Administration staff are responsible for entering assessment outcomes into the Student Management System (SMS) daily.</p>
Student Support team	<p><b>Monitor Course Progression</b></p> <p>The designated member of the Student Support team will oversee the progression of each student throughout the course, actively identifying those who may be at risk of falling behind or not completing their studies. At different stages of the enrolment period, this team member will initiate contact with the students as part of the intervention process (listed below). All interactions and actions will be documented in the student's file notes in the SMS.</p>
Student Support Officer	<p><b>Personalised Support</b></p> <p>The Student Support Officer will receive notifications about students in need of personalised assistance due to various learning obstacles. They will then engage in discussions with these students to comprehend their challenges and determine suitable support strategies. If necessary, a Student Support</p>

	<p>Plan (SSP) will be devised based on the student's situation. All interactions and actions will be documented in the student's file notes within the SMS. In cases where the student does not respond to the intervention process, this will also be recorded in their file.</p> <p>For further information, please refer to the Student Support Policy by <a href="#">clicking here</a>.</p>
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## INTERVENTION PROCESS

The intervention process is designed to identify and offer notification and support to students who are at risk of not meeting satisfactory academic progress.

SMS Reminders	
Who	Actions
<b>Administration and Support Staff</b>	These messages serve to check in on a student's progress and encourage them to reach out if they require support. SMS messages are sent at the 4-week mark for qualification courses and at the halfway point for short-course students.

Friendly Follow-up Email	
Who	Actions
<b>Administration and Support Staff</b>	<p>The email follow-up phases commence when a student fails to meet the course progression outlined in their training schedule. Certificate and Diploma qualification results are monitored quarterly, while short courses are assessed every 8 weeks.</p> <p>Upon the first indication of a student being at risk of disengagement or unsatisfactory course progression, a <b>Friendly Course Follow-up</b> email will be sent to inform them that their assessment is now overdue and highlight the available support services to assist them.</p>

Phase 1 - Course Progress Caution Alert	
Who	Actions
<b>Trainers and/or Administration and Support Staff</b>	<p>Students who have received the initial friendly course follow-up but have not responded or improved their progression, and who continue to display unsatisfactory course advancement, will receive a Course Progress Caution Alert via email. This alert aims to inform them of the following:</p> <ul style="list-style-type: none"> <li>• That a risk of unsatisfactory performance in their course progression has been identified.</li> <li>• Available support services.</li> </ul>

**Phase 2 - Unsatisfactory Course Progression Notification**

Who	Actions
<p><b>RTO Manager</b></p>	<p>Students displaying ongoing disengagement behaviours and deemed "at risk" will receive an <b>unsatisfactory course progression notification</b> via email, detailing the following:</p> <ul style="list-style-type: none"> <li>• Requirement for rectification.</li> <li>• Failure to provide a satisfactory explanation or failure to make significant improvements in their engagement may result in them being required to show cause as to why they should not be dismissed from the course.</li> <li>• Available support services.</li> <li>• Need to contact MAT within 7 days for further discussion on the matter.</li> </ul>

**Phase 3 - Show Cause Submission**

Who	Actions
<p><b>Authorisation - Director Process: RTO Manager</b></p>	<p>This phase of the intervention identifies students who have made unsatisfactory course progression with no rectification.</p> <p>If the student has been notified that they have made unsatisfactory course progression and moved through Phase 1 and 2, the student will be directed to make a show cause submission to the Director of Medical Administration Training Pty Ltd as to why the RTO should allow their enrolment to continue. This will be issued to the student by email and post.</p> <p>The show cause invitation should inform the student:</p> <ul style="list-style-type: none"> <li>• The reasons they have been asked to make a show cause submission.</li> <li>• How to submit the show cause submission.</li> <li>• They have 10 business days from the date of notification to submit the show cause letter.</li> <li>• Students who are asked to show cause may have conditions placed on their continued enrolment;</li> <li>• Students who are asked to show cause may have conditions placed on their continued enrolment;</li> </ul> <p>Show cause submissions should contain as much relevant information as possible to help MAT reach a decision, including:</p>

	<ul style="list-style-type: none"> <li>• any compassionate or compelling reasons for the student's previous performance, supported by documentary evidence,</li> <li>• how the student intends to improve their academic performance if permitted to continue their studies.</li> </ul>
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**Cancellation of Enrolment**

Who	Actions
<p><b>Authorise: Director</b> <b>Process: Student Support staff</b></p>	<p>Students whose enrolment is cancelled due to unsatisfactory course progression will be excluded from the RTO for a period of 24 months.</p> <p>Within 5 business days of cancellation of enrolment decision email and mail those students to inform them of their enrolment termination.</p> <p>Student/s should also be advised they have the right to appeal the decision within 30 days of the notification date.</p> <p>Where the student is under 18 years of age, notice should also be given to the parent/guardian.</p> <p>If a student's training fees have been authorised and/or paid by a third party such as an Employer, Employment Service provider or Disability Employment Service (DES) and the student is cancelled from enrolment, the relevant third party will also be notified of the cancellation.</p>

## GOVERNANCE

### RELATED DOCUMENTATION

Name and Link
Complaints and Appeals Policy
Complaints and Appeals Form
Student code of Conduct and Discipline Policy
Student Support Policy
Assessment Policy
Student Handbook

### RESPONSIBILITY

<b>Policy administrator</b>	RTO Manager
<b>Approving Person</b>	RTO Director

### CHANGE HISTORY

Version	Review date	Approved by	Description of Modifications
1	12.01.2017	A. McFillin	Document Issued
2	28.02.2018	A. McFillin	Added student code of conduct and discipline policy to related documentation and changed Administration Manager to RTO Manager
3	21.11.2019	A. McFillin	Reviewed and updated branding
4	19.03.2020	A. McFillin	Reviewed
5	29.10.2021	A. McFillin	Reviewed
6	20.02.2024	A. McFillin	Major wording changes to better meet the student support requirements and policy