Progress Monitoring Policy

1. Purpose
Purpose of the Policy to ensure consistent monitoring of learner progress to support success and compliance with national standards.
- Ensures PICAC consistently monitors learner progress throughout training delivery.
- Promotes timely course completion and supports learner success.
- Maintains compliance with national quality standards.
- Provides clear processes for identifying and addressing instances of unsatisfactory progress.
- Ensures accurate documentation of progress-related issues and interventions.

2. Scope
This policy applies to all PICAC enrolled learners undertaking training programs, and all PICAC staff involved in training delivery, learner support, and management.

3. Standards Referenced

Standards for RTOs 2025:
Outcome Standards 2025
- Standard 2.3 – All VET students have timely access to support services and staff to assist their progress, with clear information provided on how and when support can be accessed.

Compliance Standards 2025 - NA

4. Policy Statements
PICAC is committed to supporting learner success through proactive progress monitoring and timely interventions.
- PICAC monitors learner progress through attendance, participation, and assessment tracking.
- Trainers and managers review progress against training plan milestones.
- If milestones aren't met, tailored intervention plans are developed and documented.
- Learners are informed of progress and support actions, with open communication encouraged.
- If there is no improvement, options like specialist support, course changes, or withdrawal are considered.
- All actions are recorded to ensure transparency and compliance with RTO Standards.

5. General Principles
PICAC recognizes that regular monitoring of learner progress is critical for early identification of barriers to learning and achievement. Monitoring attendance, participation, and assessment completion helps to ensure learners remain engaged and can successfully meet course requirements within agreed timeframes.
- Learner progress will be measured against milestone dates outlined in the course training and assessment plan.
- Monitoring will consider individual learner circumstances, industry needs, and qualification requirements.

6. Monitoring Responsibilities
- Trainers and assessors have a primary role in tracking learner attendance, participation, and assessment outcomes.
- The Administration or Operations Manager will oversee the overall progress monitoring system to ensure consistent application and compliance.
- Progress will be monitored at regular intervals, aligned with the delivery schedule and assessment due dates.

7. Progress Review Process

- At scheduled checkpoints, trainers review learner progress against planned milestones including unit completions and attendance requirements.
- Progress data is documented in the learner's file using standard tools such as VETtrak reports and file notes.
- Any emerging issues or delays will trigger a review discussion with the learner to understand underlying causes.

8. Intervention Planning and Support

- Where learners are identified as not meeting progress milestones, trainers must conduct an individual consultation to explore barriers and learner needs.
- Based on this discussion, an Intervention Plan will be developed collaboratively, clearly outlining:
  - Identified issues impacting progress.
  - Specific support strategies (e.g., additional tutoring, flexible delivery, access to resources)
  - Revised timelines or milestones where applicable
  - Responsibilities of both learner and trainer
  - Expected outcomes and review dates.
- The Intervention Plan must be formally documented and stored in the learner's file.
- The trainer will maintain regular contact with the learner to monitor effectiveness of the intervention and adjust support as needed.

9. Learner Communication and Support

- Learners must be kept fully informed of their progress status and any agreed intervention arrangements.
- Open, supportive communication is vital to encourage learner engagement and motivation.
- If progress remains unsatisfactory despite intervention, PICAC will explore alternative options, such as:
  - Referral to specialist support services (e.g., counselling, language, or literacy assistance)
  - Consideration of course variation or alternative training pathways
  - In cases where continued enrolment is not in the learner's best interest, voluntary withdrawal or course suspension options will be discussed.
- All communications, advice, and decisions must be recorded to maintain transparency and accountability.

10. Roles and Responsibilities

Role	Responsibilities
Trainers/Assessors	Monitor learner progress, initiate interventions, maintain learner records, communicate with learners, and report concerns.
Administration/Operations Manager	Oversee progress monitoring policies and procedures, provide support to trainers, ensure compliance with standards, and manage escalations.
Learners	Actively participate in training and assessments, communicate barriers, engage with support offered, and comply with intervention plans.

11. Evidence and Record-Keeping

- All progress monitoring activities, interventions, learner discussions, and decisions must be documented and retained within the learner file in compliance with record-keeping requirements.
- Records must be accurate, up-to-date, and accessible for audit purposes to demonstrate PICAC's compliance with SRTOs 2025.

12. Supporting Processes

Process Name	Purpose
Course Progress Monitoring	To systematically monitor learner progress throughout their course in relation to planned milestones.
Course Progress Intervention	To identify learners at risk of unsatisfactory progress, develop tailored support plans, and monitor outcomes – To be developed

13. Supporting Documents:

Document ID	Name
Progress Report	Overall Progress Report on VETTrak
Student File Checklist	Learner File Checklist
File Note	PICAC File Note- Recorded on VETtrak
Student Support Plan and Monitoring Plan	Support Plan
Support & Progression Processes	Processes and Flowcharts

14. Version Control

Version	Date	Description
1.0	27/10/2017	Initial release
1.1	29/08/2018	Updated supporting documents
1.2	23/05/2024	Expanded policy aligned with SRTOs 2025
2.1	20/05/2025	Revised policy with consolidated policy statement for clarity and enhanced compliance with SRTOs 2025
2.2	01/09/2025	Updated all RTO logos (FiT, PICAC, CEPUTEC, STC) on policies to reflect the merger into a single PICAC policy framework.