

ACADEMIC PROGRESS & STUDENT PERFORMANCE MANAGEMENT POLICY



The purpose of this policy is to outline how Pegasus International College monitors student academic progress, manages unsatisfactory performance or disengagement, and applies appropriate interventions in accordance with the Standards for Registered Training Organisations (RTO Standards) 2025.

This policy ensures that students are treated fairly, provided with reasonable opportunities and support to progress, and are informed of the consequences where satisfactory academic progress is not demonstrated.

Policy Name	Academic Progress & Student Performance Management Policy
RTO Name	Pegasus International College
RTO Code	46222
Standard	Standards for RTOs 2025 – Standards 2.1, 2.3, 2.7, 2.8, 4.1, 4.2, 4.3, 4.4
Version	V1
Effective Date	August 2025
Review Date	August 2026
Policy Owner	CEO

1. SCOPE

This policy applies to all students enrolled in nationally recognised training delivered by Pegasus International College, including online, blended, and face-to-face delivery modes.

It applies across the full student lifecycle, from commencement through to completion, withdrawal, or cancellation of enrolment.

2. SOFTWARE

- Moodle LMS
- Microsoft Teams
- Student Management System – Avetmiss Done

3. RESPONSIBILITIES

CEO

- Approves this policy and oversees its implementation across the College.
- Approves enrolment cancellation decisions made under this policy.
- Ensures compliance with the Standards for RTOs 2025 and associated legislation.

Academic Manager

- Oversees the day-to-day implementation of academic progress monitoring and intervention processes.
- Reviews trainer escalations, approves Formal Warnings and Performance Management Plans, and chairs review meetings.
- Ensures consistent application of this policy and procedural fairness throughout the process.

Trainers and Assessors

- Monitor day-to-day learner engagement, participation and assessment submission.
- Provide academic guidance, feedback, and informal support to students showing early signs of unsatisfactory progress.
- Escalate persistent or significant concerns to the Academic Manager.

Administration / Student Support Staff

- Issue formal correspondence, schedule review meetings, and maintain accurate records of all academic progress actions.
- Refer students to support services and act as a point of contact for student queries about the process.
- Update enrolment status and student records in the Student Management System where decisions are made.

Students

- Engage with training and assessment activities, and submit assessments by required due dates.
- Respond to formal communications and attend scheduled review meetings.
- Communicate any difficulties affecting their academic progress as early as possible to access available support.c

4. DEFINITIONS

Satisfactory Academic Progress

Progress consistent with course requirements, including timely submission of assessments, reasonable engagement with training activities, and compliance with assessment timelines.

Unsatisfactory Academic Progress

A pattern of performance or engagement indicating that a student is not progressing appropriately. This may include, but is not limited to:

- Failure to submit assessments by required due dates
- Repeated non-submission of assessments
- Extended periods of non-engagement with the Learning Management System (LMS)
- Repeated Not Yet Competent (NYC) outcomes without improvement
- Failure to engage following academic support or extensions

Disengagement

A sustained lack of participation in training and assessment activities, including failure to log into the LMS, attend scheduled sessions, or respond to official communications.

5. GENERAL PRINCIPLES

Pegasus International College is committed to the following principles when monitoring academic progress and managing student performance:

- **Fairness and procedural justice** – students are treated fairly, given reasonable opportunity to respond, and have decisions made on the basis of evidence.
- **Early intervention** – students at risk of unsatisfactory progress are identified early and offered appropriate support before formal action is taken.
- **Transparency** – students are informed of expectations, the basis of any concerns, the process being followed, and the consequences of continued non–progression.
- **Proportionate response** – the level of intervention is matched to the nature and persistence of the academic progress concern.
- **Student responsibility** – while support is provided, students retain responsibility for engaging with their training and meeting course and assessment requirements.
- **Confidentiality** – student information is handled in accordance with the Privacy Protection Policy.
- **Right of appeal** – students retain the right to appeal decisions made under this policy through the Feedback, Complaints & Appeals Policy.

6. MONITORING ACADEMIC PROGRESS

Pegasus International College monitors student progress on an ongoing basis using multiple indicators, including:

- Assessment submission and completion records
- General indicators of learner engagement within the Learning Management System (LMS), where relevant to academic progress concerns
- Participation in scheduled learning or support activities, where attendance or participation forms part of the delivery model (where applicable)
- Trainer and assessor feedback
- Communication records

Monitoring focuses on identifying students who may be at risk of unsatisfactory progress. Information is reviewed only to identify learners who may require additional support or intervention and to determine appropriate academic actions. Monitoring activities are undertaken by trainers, assessors, and academic management staff.

7. EARLY IDENTIFICATION AND SUPPORT

Where early indicators of unsatisfactory progress or disengagement are identified, Pegasus International College will take reasonable steps to contact the student and offer support.

Support may include:

- Academic guidance or clarification of assessment requirements
- Referral to Student Support Services
- Reasonable assessment extensions where valid grounds are demonstrated
- One-on-one meetings with a trainer or Academic Manager

Support offered under this policy is aligned with the Student Support Services Policy. While support is provided, responsibility for meeting course and assessment requirements remains with the student.

8. FORMAL INTERVENTION PROCESS

8.1) Formal Warning

Where unsatisfactory academic progress continues despite initial support, the student may be issued a Formal Warning. The warning will:

- Outline the areas of concern
- Specify required actions and expectations
- Provide a timeframe for improvement
- Advise of potential consequences if progress is not demonstrated

8.2) Performance Management Plan (PMP)

Where appropriate, a Performance Management Plan may be implemented. The PMP will:

- Clearly outline required academic actions
- Identify available support options
- Set review dates and monitoring arrangements
- Specify consequences of continued non-compliance

The PMP is a structured support and monitoring tool and does not guarantee extensions or successful outcomes.

9. REVIEW MEETINGS

Review meetings may be conducted to assess a student's progress following a Formal Warning or PMP.

During a review meeting, Pegasus International College will:

- Assess evidence of academic progress or engagement
- Consider any supporting documentation provided by the student
- Determine whether further support, extensions, or escalation is appropriate

Outcomes of review meetings are documented and communicated to the student in writing.

10. FAILURE TO DEMONSTRATE PROGRESS

Where a student fails to demonstrate satisfactory academic progress following reasonable support, formal warnings, and review opportunities, Pegasus International College may take further action.

This may include:

- Limiting further assessment attempts
- Requiring re-enrolment in units (subject to fees and charges)
- Suspension of enrolment (where applicable)
- Cancellation of enrolment

Decisions are made in accordance with this policy and related policies, including the Assessment Submission & Marking Policy, where relevant.

11. ENROLMENT CANCELLATION

Enrolment cancellation may occur where a student:

- Demonstrates sustained non-engagement with training and assessment
- Fails to submit assessments over an extended period
- Does not comply with the requirements of a Performance Management Plan

- Fails to respond to formal communications or review processes

Before cancellation, Pegasus International College will ensure that:

- Reasonable opportunities for support have been offered
- The student has been informed of concerns and consequences
- Decisions are documented and made in accordance with this policy and related College policies

Cancellation decisions are communicated in writing and include information on appeal rights.

12. STUDENT RIGHTS AND APPEALS

Students have the right to appeal decisions made under this policy in accordance with the Complaints and Appeals Policy.

Where an appeal is lodged:

- The student's enrolment will remain provisionally active during the appeal period, unless regulatory or safety considerations require otherwise
- The appeal will be reviewed impartially and within required timeframes

13. RECORD KEEPING

Pegasus International College maintains appropriate records to support academic progress decisions and outcomes.

Records may include, where applicable:

- Formal warnings and Performance Management Plans
- Review meeting outcomes or summaries
- Decisions relating to enrolment status

Records may be maintained through official College communication systems, including email correspondence, issued notices, and formal documents. Formal records generated as part of academic progress management are retained in accordance with applicable regulatory and organisational requirements.

14. LEGISLATIVE AND STANDARDS COMPLIANCE

This policy aligns with the following:

Standards for RTOs 2025

- **Standard 2.1** – VET students have access to clear and accurate information concerning the organisation, the relevant training product, and students are made aware of any changes that may affect them.
- **Standard 2.3** – VET students have access to support services, trainers and assessors and other staff to support their progress throughout the training product.
- **Standard 2.7** – Feedback and complaints management addresses concerns and informs continuous improvement of the NVR registered training organisation.
- **Standard 2.8** – Effective appeal processes are available to VET students where decisions of the NVR registered training organisation or a third party adversely affect the student.
- **Standard 4.1** – An NVR registered training organisation operates with integrity and maintains accountability for the delivery of quality services.
- **Standard 4.2** – Roles and responsibilities of NVR registered training organisation staff and third parties are clearly defined and understood.
- **Standard 4.3** – Any risks to VET students, staff and the organisation itself are identified and managed.

- **Standard 4.4** – An NVR registered training organisation undertakes systematic monitoring and evaluation of the organisation to support quality delivery and the continuous improvement of services.

Failure to comply with this policy can have serious consequences, including but not limited to:

- **For the RTO** – non-compliance can result in adverse audit findings, regulatory enforcement, loss of accreditation, and reputational damage.
- **For staff members** – staff who knowingly or negligently fail to comply with this policy and any associated legislative or regulatory requirements may face disciplinary action.
- **For students** – non-compliance can result in unfair decisions, a poor and frustrating learning experience, and may adversely affect their training outcomes.

15. CONTINUOUS IMPROVEMENT

- Feedback from trainers, students, complaints, appeals and audits will be used to inform improvements to academic progress monitoring and student performance management practices.
- An internal audit is to be conducted at least once per year to assess our compliance with this policy and the relevant legislative and regulatory requirements. The audit schedule is outlined in our Continuous Improvement Schedule and areas for improvement are documented in our Continuous Improvement Register.
- A review of this policy is to be conducted at least once a year to ensure ongoing alignment with the Standards for RTOs 2025 and operational needs.
- Internal audit review questions for self-assurance purposes should include:
 - How do you identify students at risk of unsatisfactory academic progress in a timely way?
 - How do you ensure intervention strategies are fair, proportionate and procedurally just?
 - How are the outcomes of academic progress monitoring used to continuously improve our services?

16. RELATED DOCUMENTS

- Assessment Submission & Marking Policy
- Student Support Services Policy
- Feedback, Complaints & Appeals Policy
- Privacy Protection Policy
- Fees and Charges Policy
- Continuous Improvement Register
- Continuous Improvement Schedule
- Student Handbook