INSTITUTE OF MANAGEMENT AND TRADE
RTO No: 45905 Cricos Provider no: 04052M

COURSE PROGRESS POLICY

Purpose

The purpose of this policy and these procedures is to ensure systematic monitoring and reporting of students' course progress. This policy is in accordance with the requirements of the Education Services for Overseas Students (ESOS) Act 2000 and Standard 8 of the National Code 2018.

Under the Standards for Registered Training Organisations 2015 (the Standards) relevant to the support and progression phase of the student journey, RTOs are responsible for support students' progression in their learning journey. Clause 1.7 requires RTOs to ensure that students receive training, assessment and support services that meet their individual needs. Clause 5.4 keeping students informed and Clause 6.1-6.6 managing complaints and appeals

Institute of Management and Trade (IOMT) is proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements. IOMT reports students who have breached the course progress requirements on PRISMS, in accordance with Section 19 of the ESOS Act.

Scope

This policy and these procedures apply to all international students enrolled at IOMT).

Policy

IOMT is proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements. IOMT reports students who have breached the course progress requirements on PRISMS, in accordance with Section 19 of the ESOS Act.

IOMT will monitor, record and assess the course progress of each student for the course in which the student is enrolled. This policy defines the requirements for students' satisfactory course progress, the processes for monitoring, recording and assessing students' course progress and the processes for IOMT's intervention strategies for identifying and assisting students to achieve satisfactory course progress. The Procedure section sets out the processes for reporting students' unsatisfactory course progress on PRISMS according to Section 19 of the ESOS Act.

IOMT assesses students' progress at the end of each compulsory Term. The Term is 10-11 weeks in duration, depending on the qualification. One Term is considered the minimum length of time in which it is reasonable to assess the student's course progress.

- Satisfactory course progress is achieved where a student successfully completes at least 50% of course requirements (Units of Competency) in a successfully completed Term.
- Unsatisfactory course progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements (Units of Competency) in a successfully completed Term.

Course progress breach is defined as not successfully completing or demonstrating competency in more than 50% of the course requirements in TWO consecutively successfully completed Terms or NOT responding to intervention meeting invitations within 5 working days from receiving the invitation (2nd Warning Letter).

IOMT will also monitor overseas student attendance (but will not report on attendance, unless otherwise required) in the process of course progress monitoring and reporting. However, overseas students must meet their visa obligations regarding attendance, wherever applicable.

PROCEDURE

1) Each student's course progress will be monitored from the start of his/her course. If a student fails to achieve at least 50% of the course progress of the Term to date, the student support officer will issue an initial notification warning stating that they have fallen below 50% academic performance for the Term to date, and failing to achieve competency in further units undertaken within the current term may result in a risk of failing to achieve satisfactory course progress for the Term.
2) At the end of each unit, the trainer delivering that unit will provide a detailed results sheet to the Student Support Officer.
3) The Student Support Officer will run an Excel-generated report to identify all students at risk based on the successful completion of less than 50% of the course requirements for the completed Term.
4) If a student has failed to achieve competency in at least 50% of course requirements in any completed term, the Director of Studies must be informed.
5) Any student failing to achieve competency in at least 50% of the Units of Competency in a given term will receive the 1st warning letter whereby an early intervention process will be initiated by IOMT.
6) After the enrolment completion of one Term if a student fails to achieve competency in at least 50% or more of the Units of Competency, he/she will receive the 2nd warning letter. Within 5 days of receipt of this 2nd warning letter, students are required to attend the ISM with the Student Support Officer and Director of Studies to discuss their poor academic performance and develop strategies or plans to ensure that they stay above the 50% academic progress requirement for the following term.
7) If a student has failed to achieve satisfactory course progress in two consecutive completed terms, the student will be issued with an Intention to Report letter (ITR) stating that he/she has failed to achieve satisfactory course progress, and therefore is in breach of course progress requirements. An ITR will also be issued if a student fails to respond to the 2nd warning letter within 5 days of receiving the letter. If the student is an international student, his/her visa condition will be in breach and he/she will be reported to the Department of Home Affairs (DHA) on the failure of an appeal.
8) The ITR will inform the student that he/she is able to access IOMT's Complaints and Appeals process and that he/she has 20 working days from the receipt of the ITR in which to do so.

9) If a student fails to appeal the decision within the 20-working day period, the Student Support Officer will report the student to DHA via PRISMS by cancelling the student's enrolment on the basis of unsatisfactory course progress.

10) If a student appeals the decision the appeals process will be followed in accordance with the Complaints and Appeals Policy and Procedure.

INTERVENTION STRATEGY

Intervention strategies are formed on a case-by-case basis and will be initiated by a meeting with the student to identify the cause that is placing the student at risk. Within this meeting, strategies to assist the student in completing the course within the expected duration shall be discussed and implemented as required. The meeting and outcomes are to be agreed and documented by both the Student and IOMT Student Support Officer.

Intervention strategies that may be adopted to assist students in completing the course within the expected duration may include, but are not limited to:

- Extra tuition and support to be organised.
- Timetable adjustments.
- Personal strategies to improve the student's ability to complete the course requirements.
- Review of assessment strategies.
- Variation/extension of students' enrolment.
- Requesting students to re-submit assessments.
- Providing one-on-one assistance and counselling to help students satisfactorily complete their course.
- Allowing students to defer their course on reasonable and justifiable grounds.
- At the ISM, the Student Support Officer will consider (and, implement if applicable) the following intervention strategies:
    - Identify any problems that are impeding the student's course progress and put measures in place to resolve these problems.
    - Arrange with the student for additional work to be undertaken, within an agreed timeframe.
    - The completion of all outstanding assessments, according to an agreed timeframe.
    - Assess whether the course is still suitable for the student.
    - Assess whether the reassessing of any assessment tasks is appropriate.

- An Intervention Strategy will be developed with an agreed individual support plan signed by the student.
- During the ISM the student will be advised that unsatisfactory course progress in 2 consecutive Terms may lead to the student being reported to DHA and the cancellation of his/her visa, subject to the outcome of any appeals process.

Any student who fails to attend the ISM will be contacted to arrange another ISM as soon as possible. IOMT will keep copies of these documents in the student's file, together with a record of any decisions that are made.

Intervention Strategy – Procedure

IOMT will only extend the duration of the student's enrolment in the case where it is identified that the student will not be able to complete the course within the expected duration, as specified on the student's Confirmation of Enrolment (CoE), as the result of:

- Compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit).
- IOMT implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
- An approved deferment or suspension of study has been granted in accordance with

Standard 9 of the National Code 2018.

Any variations to the COE are retained within the student file. All communication and any strategies arranged will be documented. An approved deferment of student enrolment should be in accordance with Standard 9 of the National Code 2018.

Completion within Expected Duration of Study

- At IOMT, the course progress procedure requires that at the end of each Term, the results of each student are checked to determine the course progress status for that Term.
  - IOMT will extend the duration of the student's study only where it is clear that the student will not complete the course within the expected duration.
- IOMT will implement the intervention strategy (see above) for students who are at risk of not meeting satisfactory course progress in an attempt to support students completing within their expected course duration.
- IOMT will report the student enrolment change through PRISMS when there are changes to the original course duration.
- Records of variation must be maintained in the student file.
- The expected duration of study specified in the student's COE must not exceed the CRICOS registered course
  duration.
- All IOMT students are required to complete their studies within the timeframe indicated on their COE and student visa. IOMT shall attempt all possible measures to ensure that all students are given the opportunity to complete their studies within this timeframe. A copy of the COE will be kept in each student's file and variations to the COE will also be retained within the student file and the same information is stored in the student management system.

Definitions:

Student progress	means by which students meet the academic requirements of their course and progress to course completion
Academic progress compulsory course requirement	Compulsory course requirements, listed in the Handbook, that are specific to academic progress processes. Students who do not meet these requirements will trigger risk level 3

Version control and accountability table

Policy owner		Compliance Manager		
Responsible Officer		RTO Manager		
Approved by		CEO		
Version	**Authorised by**	**Brief description of change**	**Date approved**	**Effective date**
1.0	L Blefari	Policy development	4/1/2024	4/1/2024