

Course Progress Policy and Procedure

1. Purpose

This policy outlines the process for monitoring international student course progress, attendance (where relevant), and enrolment duration at Illoura College. It ensures that appropriate support is provided to help learners remain engaged and complete their training successfully. This policy applies to both international and domestic students studying at Illoura College.

2. Key Definitions

- **Study Period** is a defined timeframe within a course that is used to monitor student progress and/or attendance.
- **Course Progress** is the academic progression of students enrolled to study in Illoura College courses. Students are expected to maintain satisfactory results.
- **Intervention Strategy** is the action taken by Illoura College to assist a student who is making unsatisfactory progress in their program.
- **Compassionate or Compelling Circumstances** are the circumstances generally out of the student's control which will have an impact upon the student's wellbeing or course progress.

3. Policy

This policy ensures that Illoura College

- Monitors course progress and/or attendance (where relevant)
- Identify students at risk of not meeting progress requirements and offers timely support
- Manages enrolment extensions appropriately and informs overseas students of any possible visa implications
- Delivers online or blended learning in accordance with sector and regulatory requirements
- Regularly reviews and updates progress-monitoring practices to reflect student needs and support continuous improvement.

International students are required to be enrolled in a full-time registered course to undertake the study. For VET courses, a full-time course is a minimum of 20 scheduled course contact hours per week. Hence all international students are required to attend a minimum of 20 scheduled course contact hours per week.

4 Procedure

4.1 Monitoring Course completion within the expected duration of study

- Illoura College is responsible for managing each student's course progress and study load to ensure they complete their program within the duration specified on their Confirmation of Enrolment (CoE) and in accordance with the CRICOS-registered course curriculum. To meet this obligation, Illoura College will:
 - Monitor each student's enrolment, academic progress, and attendance regularly to identify any risk of delayed completion.

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- Ensure that any variations to study duration (such as course extensions due to compassionate or compelling circumstances, academic intervention, or reduced study load) are appropriately assessed, documented, and reported if required.
- Ensure that for each unit, no more than 30% of learning activities are delivered Via online and a minimum of 70% is delivered face-to-face, in accordance with Illoura College’s blended learning approach and CRICOS and student visa requirements

- **Additional Study load**

Illoura College may permit a student to undertake additional units in a study period. This can be:

- **College initiated**

To provide a student with a chance to complete the course within the specified course duration on the confirmation of enrolment, where a student has either failed or missed the units in the previous study periods

To be eligible for providing additional units (study load) to the student in a study period:

- The student must sign the declaration stating that the student has the ability and capacity to take additional study load and meet assessment deadlines for the overall study load in the study period.
- The additional units (study) can be completed without timetable clashes.

- **Student-initiated**

Students may request to take an additional load to be able to complete the course earlier than the specified course duration on the confirmation of enrolment. Students must seek academic advice from the training coordinator prior to requesting an additional study load.

To be eligible for taking additional units (study load) in a study period:

- The student must sign the statutory declaration form stating that the student the student has the ability and capacity to take additional study load and meet assessment deadlines for the overall study load in the study period.
- The student has satisfactory course progress in the previous study periods.

- **Reporting variations to course of length in confirmation of enrolment**

Any changes in courses that lead to shortening or extending of the international student’s course duration, a member of admissions team will report the change in course duration to Department of Home Affairs (DHA) through PRISMS within 30 days of the change.

Where a student completes the course earlier than the course end date on the CoE, notify DHA via the “Student Completed Course Early” option on PRISMS.

Where an international student’s course duration is extended, notify DHA by choosing the correct reason for course variation on PRISMS.

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4.2 Monitoring Course progress

- **Satisfactory Course Progress Requirements**

Satisfactory course progress is achieved when a student has successfully completed or demonstrated competence in at least 50% of the units and attended 50% of the scheduled contact hours for the units undertaken in that study period.

- **At Risk students**

Where a student is identified as not having successfully completed at least 50% of the units scheduled within a study period and/or has not attended at least 50% of the scheduled contact hours for the units undertaken in that study period, the student is identified 'at risk' of unsatisfactory course progress and the Intervention Strategy is implemented.

Note: The attendance requirement applies only to students who hold an active Confirmation of Enrolment (CoE).

- **Intervention strategies**

An Intervention Strategy is an individual plan developed by the Student Support Officer in conjunction with relevant Trainer/Assessor in consultation with the student. It provides details of specific assistance and/or advice given to the student to address the issues preventing the student from achieving satisfactory course progress.

An Intervention Strategy can also be implemented for students identified 'at risk' of not achieving satisfactory course progress through observation by a Trainer or staff member

An intervention strategy requires a meeting involving the student and Student Support Officer together with the trainer. The intervention strategy is designed to determine why the student is 'at risk' and to develop strategies to assist the student to meet the course requirements within the required timeframe or resolve the issues which may result in the cancellation of their enrolment.

The Intervention strategy should be customised to the individual needs of the student and may include but not limited to:

- Opportunity for resubmissions or reassessments
- Additional study/learning support
- LLND support
- Mentoring classes
- Course deferment based on compassionate and compelling reasons
- Referral for counselling services to assist with personal issues or compelling circumstances
- Course extension
- Change in study load while maintaining 20 scheduled contact hours per week for international students
- Change of course
- A combination of the above strategies

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During this meeting, the student is advised that failure to maintain satisfactory course progress in two consecutive study periods may lead to cancellation of enrolment at Illoura College and in the case of international students them being reported to Department of Education and Department of Home affairs.

Appropriate arrangements are organised as documented in the intervention plan. The intervention plan is signed by the student and placed in the student file.

Where a student was identified 'at risk, had an intervention strategy implemented but failed to respond to intervention meeting requests or failed to attend intervention meetings. A Notice of Intention to Cancel enrolment on unsatisfactory course progress will be issued to the student if the student continues to maintain unsatisfactory course progress in the second consecutive study period. Trainers and Student Support Officer monitor the progress of the student against the agreed targets on the intervention plan for the next study period. The student is no longer considered at risk when course progress returns to required levels of satisfactory course progress and the intervention ends.

Unsatisfactory course progress

- Where a student was identified 'at risk, had an intervention strategy implemented but failed to respond to intervention meeting requests or failed to attend intervention meetings. A first warning letter is sent to the student with an opportunity to attend a rescheduled intervention meeting. If the student does not respond after the first warning letter then the second warning letter is sent one week after the first warning letter. If the student does not respond to the second warning letter, then the Notice of Intention to cancel the enrolment is issued to the student.
- Where a student was identified 'at risk, had an intervention strategy implemented but failed more than 50% of the following study period, the student will be identified as having unsatisfactory course progress. The student is not provided with an opportunity for intervention in the consecutive term.
- **Reporting students on unsatisfactory course progress**

For each student identified as failing to maintain satisfactory course progress in two consecutive study periods:

- Students will be notified via email and a Notice of Intention to Report and/or Notice of Intention to cancel Enrolment is issued to the student. In the written notice, students are advised that they have 20 working days to be able to appeal the decision. The student is guided to Illoura College's Complaints and Appeals handling Policy for a detailed process.
- Student's enrolment is cancelled and in the case of international students, they are also reported via PRISMS, only if:
 - the internal and external complaints processes have been completed, and the breach has been upheld, or
 - the student has chosen not to access the internal complaints and appeals process within the 20-working day period, or the student has chosen not to access the external complaints and appeals process, or
 - the student withdraws from the internal or external appeals process by notifying the registered provider in writing.

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5. Related Documents and Forms

Related Policies

- Complaint and Appeal Policy
- Student Code of Conduct
- Enrolment policy
- Assessment Policy
- Training Policy

Related Forms

- Complaints Form
- Appeals Form
- Intervention Strategy Form
- Student Progress review
- Trainer Feedback form

Others

6. Policy Information

Policy Area	<ul style="list-style-type: none"> • Training and Assessment • Student Support
Policy Version	V 1.0
Date of Effect	July 2025
Review Schedule	July 2026
Applicable Standards	<ul style="list-style-type: none"> • Outcome Standards for RTOs 2025- Standard 2.3,2.4,2.6,2.7,2.8 and 4.4 • National code of practice for Provider of Education and Training to Overseas students 2018- Standard 6,8,9,10 and 11
Responsibility	Director of Studies