

Course Progress and Attendance Policy and Associated Procedures

Policy Area:	Academic Progress Monitoring, Attendance Monitoring, Learner Engagement, and Intervention
Standards Reference:	Outcome Standard 1.2, 1.6, 1.7, 2.1, 4.2
Responsibility:	RTO Manager, Trainer & Assessor, Student Support, CEO
Classification:	Internal

1. PURPOSE

The purpose of this Course Progress and Attendance Policy and Associated Procedures is to outline the Institute of International Studies (IOIS) approach to the systematic monitoring, review, and support of student course progress and attendance in all delivery arrangements.

This policy ensures that students remain actively engaged in their training and assessment, progress through their studies in accordance with the approved Training and Assessment Strategy, and are identified early where there is a risk of delayed progression or non-completion. IOIS applies structured monitoring and intervention processes to support student success while maintaining the integrity of training and assessment outcomes.

The policy establishes clear expectations for attendance and participation, defines responsibilities for monitoring progress, and provides a framework for early intervention, academic support, and fair management of students who fall at risk. It ensures that students are informed of expectations and are given reasonable opportunities and support to address attendance or progress concerns.

This policy ensures compliance with the Standards for RTOs 2025, particularly Clauses 2.1 to 2.6 (Learner Protection), by promoting informed enrolment, ongoing support, timely intervention, and procedural fairness. It also reflects IOIS's commitment to quality assurance, equity, transparency, and continuous improvement, using attendance and progress data to inform student support strategies and organisational decision-making.

2. SCOPE

This Course Progress and Attendance Policy and Associated Procedures apply to all students enrolled in IOIS courses, regardless of delivery mode, including face-to-face, online, blended, or simulated learning environments.

The policy applies to all IOIS staff, including trainers, assessors, academic managers, and student support personnel who are responsible for delivering training and assessment, monitoring student engagement, recording attendance, reviewing progress, and implementing support or intervention strategies.

This policy also applies to any third-party delivery partners or education agents engaged by IOIS who have a role in monitoring, reporting, or supporting student attendance and course progress. IOIS retains full responsibility for ensuring that all third-party activities are conducted in accordance with this policy and the Standards for RTOs 2025.

3. POLICY STATEMENTS

3.1 Commitment

- IOIS is committed to the **systematic and ongoing monitoring of student course progress and attendance** to support successful completion within the scheduled course timeframe.
- IOIS applies structured monitoring processes to ensure that students remain engaged in training and assessment activities and are progressing in line with the approved Training and Assessment Strategy. Where students are identified as being at risk of not meeting progress or attendance requirements, IOIS intervenes early to provide **timely, appropriate, and targeted support**.
- All monitoring and intervention activities are conducted in a **fair, consistent, and transparent manner**, taking into account individual student circumstances, support needs, and equity considerations. IOIS ensures that students are treated with respect, are informed of expectations and outcomes, and are given reasonable opportunities to improve attendance and academic progress before further action is taken.

3.2 Course Progress

IOIS expects students to demonstrate **satisfactory course progress** by actively participating in training and assessment activities and by successfully completing the required units of competency within the agreed **study period** (for example, a term or semester), as outlined in the approved Training and Assessment Strategy (TAS).

Trainers and assessors are responsible for **monitoring, recording, and reporting student progress** on an ongoing basis. All assessment outcomes, participation indicators, and progress notes are accurately recorded in the **Student Management System (SMS)** to ensure timely visibility of student performance and to support early identification of risk.

For the purposes of this policy, **unsatisfactory course progress** is identified where a student:

- Fails to achieve competency in **more than fifty per cent (50%) of the units** undertaken within a study period; or
- Does not meet the **agreed learning or assessment milestones** specified in the Training and Assessment Strategy, including submission deadlines, assessment participation requirements, or staged competency outcomes.

Where unsatisfactory progress is identified, IOIS initiates early intervention and support processes in accordance with this policy to assist the student to re-engage, address barriers to learning, and improve outcomes, while maintaining the integrity of training and assessment requirements.

3.3 Attendance

IOIS expects students to **attend and actively participate** in all scheduled training and assessment activities, whether delivered online, face-to-face, or through a blended model, in accordance with the approved delivery arrangements for their course.

To support engagement and successful progression, a **minimum attendance benchmark of eighty per cent (80%) per study period** is recommended. This benchmark is used as an indicator of engagement and risk, rather than as an automatic exclusion or disciplinary measure.

For the purposes of this policy, **attendance and participation** may include evidence of:

- **Online participation**, such as attendance at live virtual classes, active contribution to discussion forums, completion of LMS activities, and timely submission of assessments.
- **Face-to-face attendance**, including participation in scheduled training sessions, workshops, or practical activities where applicable.
- **Engagement in self-paced or practical components**, demonstrated through learning activity completion, assessment submissions, practical task evidence, or trainer observations.

Attendance records are maintained by trainers and assessors and recorded in the **Student Management System (SMS)** or Learning Management System (LMS). Attendance data is used to support early identification of disengagement and to inform timely intervention and support strategies.

3.4 Intervention

Where a student is identified as being at risk of unsatisfactory course progress or not meeting recommended attendance benchmarks, IOIS initiates a **formal intervention process** to provide timely and targeted support.

The student is contacted and invited to participate in a **formal intervention meeting** with the Academic Manager, trainer/assessor, or Student Support Officer. The purpose of the meeting is to discuss the identified concerns, explore contributing factors, and agree on appropriate strategies to support improvement.

Following the meeting, an **Intervention Strategy** is developed and documented. The strategy is tailored to the individual student's needs and may include, but is not limited to:

- Additional academic tutorials, mentoring, or trainer support.
- Study skills or academic skills workshops.
- Approved extensions to assessment deadlines or structured catch-up sessions, where appropriate and within policy and Training and Assessment Strategy limits.
- Referral to internal or external **student support services**, including LLN, wellbeing, or counselling support.

The Intervention Strategy clearly outlines agreed actions, responsibilities, review timeframes, and expected outcomes. **Students are required to acknowledge and agree in writing** to the intervention plan. Progress against the plan is monitored and reviewed regularly, with outcomes recorded in the Student Management System and student file.

3.5 Records & Confidentiality

IOIS maintains accurate, secure, and confidential records relating to student course progress, attendance, and intervention activities to support transparency, accountability, and compliance.

All records relating to **attendance, course progress, intervention meetings, support strategies, and outcomes** are maintained in the **Student Management System (SMS)** and form part of the student's official file. Records are updated promptly and accessed only by authorised personnel in accordance with IOIS privacy and data protection requirements.

Students are provided with **written notifications at each key stage** of the monitoring and intervention process, including identification of risk, intervention decisions, agreed strategies, and review outcomes. This ensures clarity of expectations and supports procedural fairness.

All progress, attendance, and intervention records are **retained for a minimum of two (2) years** following course completion or withdrawal, or longer where required by legislation or regulatory direction. Records are stored securely and handled in accordance with the IOIS Privacy Policy and recordkeeping procedures.

3.6 Appeals

Students have the right to **appeal decisions** relating to course progress, attendance, or intervention outcomes where they believe a decision is unfair, incorrect, or not made in accordance with IOIS policies and procedures.

All appeals must be lodged and managed in accordance with the **IOIS Complaints and Appeals Policy**, which provides a fair, transparent, and impartial process for review. During the appeal process, students are afforded procedural fairness, including the opportunity to present their case and supporting evidence.

Where an appeal is lodged, the student's enrolment remains active, and any related actions are paused where appropriate, until the appeal outcome is determined. Appeal outcomes are communicated in writing and recorded in the student file and relevant registers in accordance with IOIS recordkeeping and quality assurance requirements.

4. PROCEDURES

4.1 Monitoring Course Progress

- IOIS applies a structured and timely process to monitor student course progress and to identify students who may be at risk of not completing their course as scheduled.
- Trainers and assessors are required to **record assessment outcomes in the Student Management System (SMS) within five (5) working days** of assessment marking. Timely data entry ensures accurate tracking of student progress and supports early identification of emerging risks.
- The **Academic Manager** conducts formal reviews of student progress **midway through each study period and again at the end of the study period**. Reviews consider assessment outcomes, participation levels, engagement indicators, and progress against milestones outlined in the Training and Assessment Strategy.
- Students who **fail more than fifty per cent (50%) of the units** undertaken in a study period, or who are not meeting agreed milestones, are formally **flagged as "At Risk"** in the SMS.
- Where a student is identified as at risk, the **Academic Manager arranges an intervention interview** with the student in accordance with this policy. The interview initiates the formal intervention process and enables discussion of contributing factors, support needs, and strategies to improve progress.

4.2 Monitoring Attendance

- IOIS maintains systematic processes to monitor student attendance and engagement to support early identification of disengagement and timely intervention.
- Trainers and assessors are responsible for **marking attendance for all scheduled training sessions**, including online classes, live virtual sessions, and face-to-face delivery where applicable. Attendance records also capture evidence of engagement in self-paced and practical learning activities, as appropriate to the delivery mode.
- The **Administration Officer** compiles and reviews attendance data **on a weekly basis**, ensuring that attendance records are current, accurate, and accessible for monitoring purposes.
- Students whose attendance falls **below the recommended eighty per cent (80%) benchmark** within a study period are **flagged for review**. Flagging does not result in automatic action but triggers further consideration of the student's circumstances and engagement.

- Flagged students are **contacted promptly** by the Academic Manager, trainer, or Student Support Officer to discuss reasons for low attendance and to identify appropriate **support or intervention options**. Discussions and agreed actions are documented in the SMS and student file in accordance with this policy.

4.3 Intervention Process

Where unsatisfactory course progress or attendance is identified, IOIS implements a formal and documented **intervention process** to support the student and provide a reasonable opportunity to improve.

The **Academic Manager** notifies the student in **writing** of the identified concerns relating to unsatisfactory progress or attendance. The notification outlines the reasons for concern, the applicable benchmarks, and the requirement to participate in an intervention process.

An **Intervention Meeting** is scheduled and conducted **within ten (10) working days** of the notification. The meeting is attended by the student and the Academic Manager and may include the trainer/assessor or Student Support Officer where appropriate.

The meeting documents:

- The reasons contributing to the student's difficulties, including academic, attendance, personal, or external factors.
- The **agreed support and intervention actions**, which may include academic assistance, adjusted study strategies, additional support services, or other reasonable measures.
- The **timeframe for improvement** and review points.

All agreed actions and expectations are recorded on the approved **Intervention Form**, which is signed by both the student and the Academic Manager to confirm understanding and agreement.

Following the meeting, the student's progress and attendance are **monitored on a weekly basis** until the student meets the required standards or until the study period concludes. Monitoring outcomes are documented in the Student Management System and used to inform further decisions or support actions as required.

4.4 Unsatisfactory Outcome

Where a student **does not engage with the intervention process** or **fails to comply with the agreed intervention strategy**, IOIS undertakes further review to determine an appropriate and fair outcome.

In such cases, IOIS may:

- **Record ongoing unsatisfactory course progress or attendance** in the Student Management System, including documentation of non-engagement or failure to meet agreed improvement targets; and
- **Recommend withdrawal or suspension of enrolment**, in accordance with the **IOIS Deferral, Suspension, Withdrawal, and Cancellation Policy**, where continued enrolment is not in the student's or IOIS's best interests.

Prior to any recommendation for withdrawal or suspension, IOIS ensures that the student has been provided with reasonable opportunities to engage, has received written notification of concerns, and has been informed of their rights, including the right to appeal decisions through the Complaints and Appeals Policy. All decisions and actions are documented to support transparency, procedural fairness, and compliance.

4.5 Reporting and Continuous Improvement

IOIS applies systematic reporting and review processes to ensure that course progress and attendance monitoring contributes to ongoing quality improvement.

- The **Academic Manager** reviews course progress and attendance reports at the end of each term or study period. Reviews consider overall student performance, engagement levels, intervention outcomes, and completion trends.
- Attendance and progress data is **analysed to identify patterns and systemic issues**, such as high fail rates in specific units, recurring attendance concerns, delivery mode impacts, or cohort-specific challenges. Analysis also considers the effectiveness of intervention strategies and support services.
- Findings from these reviews are **documented in the Continuous Improvement Register (CIR)**, with corrective or improvement actions identified, assigned responsibilities, and timeframes established. Outcomes of implemented actions are monitored and reviewed to ensure that improvements are effective and sustainable, supporting enhanced learner outcomes and compliance with the Standards for RTOs 2025.

5. RESPONSIBILITIES

Clear responsibilities are assigned to ensure effective monitoring, support, and management of student course progress and attendance in accordance with this policy.

- The Chief Executive Officer (CEO) is responsible for overseeing organisational compliance with this policy and ensuring that adequate resources, systems, and staffing are available to support effective monitoring, intervention, and student support processes.
- The Academic Manager is responsible for monitoring student course progress and attendance, conducting formal reviews, identifying students at risk, and implementing intervention strategies. This role includes arranging intervention meetings, approving support plans, reviewing progress and attendance reports, and ensuring that outcomes are documented and acted upon.
- Trainers and Assessors are responsible for accurately recording attendance and assessment outcomes in the Student Management System, monitoring student engagement, and promptly identifying and reporting students who may be at risk of unsatisfactory progress or attendance.
- The Administration and Student Support Officer is responsible for maintaining accurate records, issuing written notifications to students, tracking intervention plans and outcomes, and supporting communication between students, trainers, and management in accordance with this policy.
- Students are responsible for attending scheduled classes, actively engaging in learning activities, meeting assessment deadlines, and cooperating with intervention and support processes where required. Students are expected to communicate proactively with IOIS where issues arise that may affect their progress or attendance.

6. RELATED DOCUMENTS

- Student Handbook
- Training and Assessment Strategy (TAS)
- Student Support Policy
- Deferral, Suspension, Withdrawal & Cancellation Policy
- Complaints and Appeals Policy
- Intervention Form

Document Version Control

Document Title	IOIS Course Progress and Attendance Policy and Associated Procedures	
Reviewed By	Compliance Manager	
Approved By	Chief Executive Officer	
Version	Changelog	Created / Modified Date
1.0	<i>New policy developed to establish a structured framework for monitoring and managing student course progress and attendance. Defines requirements for satisfactory progress, attendance monitoring (where applicable), early identification of at-risk learners, intervention strategies, and escalation processes. Outlines roles, responsibilities, and procedures to ensure timely support and consistent decision-making. Developed in alignment with Outcome Standard 1 – Training and Assessment and Outcome Standard 2 – Learner Support and Wellbeing under the Standards for RTOs 2025.</i>	July 2025