

INTERNATIONAL STUDENTS (VET) ACADEMIC PROGRESS POLICY

1. Purpose

- 1.1 This document applies to the **Innovative Institute of Australia**, its courses, its VET course clients (students), and its controlled entities (collectively, "**IIA**", "Institute", "the Institute", "we", "us", "our"), and to students.
- 1.2 This policy is implemented in compliance with the requirements of the Education Services for Overseas Students Act 2000 (the ESOS Act), the Standards for Registered Training Organisations (2025), and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018).
- 1.3 In this file, words that import gender include all other genders; the singular 'they' is gender-neutral and used to avoid specifying a person's gender; words in the singular number include the plural and vice versa.
- 1.4 This policy does not affect students' rights under the Australian Consumer Law.
- 1.5 The Institute reserves the right to amend these terms and conditions at any time.
- 1.6 This policy does not affect students' rights under the *Australian Consumer Law*.

2. Definitions

- 2.1 An education agent refers to an entity (in or outside Australia) that
 - i. Engages in any of the following activities in relation to a provider:
 - A. The recruitment of overseas students, or intending overseas students;
 - B. providing information, advice or assistance to overseas students, or intending overseas students, in relation to enrolment;
 - C. otherwise dealing with overseas students, or intending overseas students;and
 - ii. is not a permanent full-time or part-time officer or employee of the Institute.

- 2.2 Agent Agreement refers to the agreement between the Institute and the agent, including the schedules.
- 2.3 CRICOS refers to the Commonwealth Register of Institutions and Courses for Overseas Students.
- 2.4 ESOS Act refers to the *Education Services for Overseas Students Act 2000 of the Commonwealth of Australia*.
- 2.5 National Code refers to the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.
- 2.6 Prospective student/applicant/client refers to a person who intends to become, or who has taken any steps towards becoming, an 'overseas student' or 'intending overseas student' as defined by the *ESOS Act*.
- 2.7 DHA refers to the Department of Home Affairs.
- 2.8 OSHC refers to the Overseas Student Health Cover.
- 2.9 eCoE refers to the electronic Confirmation of Enrolment.
- 2.10 2025 Standards for RTOs refers to the *National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025*.

3. Policy

- 3.1 The Institute monitors, records, and assesses each student's course progress for each unit of the course in which the student is enrolled, in accordance with this policy and procedures.
- 3.2 The Institute has implemented this policy and procedures for each course, which must be provided to staff and students, that specify
 - i. Requirements for achieving satisfactory course progress.
 - ii. Process for assessing satisfactory course progress.

- iii. Procedure for intervention for students at risk of failing to achieve satisfactory course progress.
 - iv. Process for determining the point at which the student has failed to meet satisfactory course progress.
 - v. Procedure for notifying students that they have failed to meet satisfactory course progress requirements.
- 3.3 The Institute assesses each student's course progress at the end of each study period/term as mentioned below:
- i. Up to 28-week courses- 2 terms/ study period
 - ii. Up to 56-week courses- 4 terms/study period
 - iii. Up to 90-week courses- 6 terms/study period
- 3.4 The Institute will report students who have breached the course progress requirements under the National Code 2018.
- 3.5 All students' academic performance is monitored, and students are given every opportunity to achieve the required academic progress for each course they are enrolled in.
- 3.6 The process for assessing satisfactory course progress is identified by the number of units assessed as 'Competent' within one term – that is, a student must be deemed 'Competent' in at least 50% of the total number of units assessed throughout a term (study period).
- 3.7 The following procedures outline a process to ensure that students are made aware and given opportunities to rectify the situation at the following stages of academic non-progression:
- i. Notified when close to falling below the required academic performance for a single term
 - ii. 1st Warning when a student's academic progress falls below 50% for a completed single term.
 - iii. 2nd Warning when they have fallen below 75% academic progress in the current term after falling below the required academic progression in the previous term.

- 3.8 Where students have been identified as at risk of non-compliance with this requirement, all possible efforts shall be made to ensure that the student is given the opportunity to rectify their position, but where this is not possible, their non-compliance with this requirement must be reported to the Department of Home Affairs (DHA) through PRISMS.
- 3.9 The following procedures ensure academic progress records are accurately kept and monitored for all students enrolled within each course. It allows for early detection of poor academic results and enables the Institute and the students an opportunity to rectify the situation before reporting the breach of the academic performance requirement to the DHA.
- 3.10 All staff are to be made aware of the requirements of this policy through induction, regular meetings, updates and continuous improvement practices. Students are made aware of the academic progress requirements through enrolment processes and throughout the program.
- 3.11 The Institute is committed to providing students with a supportive and inclusive learning environment. The Institute acknowledges that student complaints may arise from time to time and shall address complaints in an equal, transparent, respectful, timely, responsible, professional and confidential manner.

4. Measures

- 4.1 The Institute will designate a person who shall ensure that all student academic progress practices are conducted professionally. This person is currently the Training Manager, who directly reports to the CEO and is assisted by the Course Coordinator and the Intervention Officer. The responsibilities are included within the individual's position description.
- 4.2 The student's academic performance shall be recorded using the Course Progress Results Sheet. This spreadsheet will calculate the projected academic progress for the term based on the total number of units required to be assessed and the outcomes of these assessments.
- 4.3 Trainers/Assessors are allowed up to two (2) weeks to complete the marking of submitted

assessments. All students shall be deemed 'Competent (C)' or 'Not Yet Competent (NYC)' for each unit within the qualification they are enrolled in and complete. If a student is absent from assessment tasks planned for that day, or has not handed in due assessments, this is also considered NYC for the purposes of recording course progress. The assessment shall be conducted by qualified trainers/assessors using the Institute's assessment tools/methods and recording processes as required. All academic results are entered into the Students Records Management System (Wisenet) by the Records Officer.

- 4.4 It is the responsibility of the Trainers to ensure that the 'Student Academic Result Sheet' and 'Student Assessment Summary Sheet' are also updated after each assessment is completed and recorded. I.e. if there were 6 units in total assessed in a term and a student has been assessed as 'C' in 4 units and 'NYC' in 2 units for the term, the student's academic progress would look like

Term 1				
Student Name	Student No.	Number of Units Assessed 'Competent'	Number of Units Assessed 'Not Yet Competent'	Academic Performance Percentage (%)
Peter Smith	00123	4	2	66.67%

- 4.5 These records are checked regularly by the Training Manager and Records officer for currency and accuracy.
- 4.6 The Intervention Officer will monitor student academic performance via the Course Progress Results Sheet and report any issues to the CEO. This monitoring will occur weekly and will be supported by the Training Manager, who will also regularly monitor the student's academic progress and be involved in the counselling and reporting process as outlined below. Where a student is at risk of not meeting course progress requirements, they will also be added to the Intervention Monitoring Database in order to record the implementation of these procedures.
- 4.7 At a convenient time, on a weekly basis, the Intervention Officer, along with the Training Manager, will review the academic progress of all students and monitor the following points:

- i. **Any student who falls below 60% academic progress for a single term or, at the discretion of the trainer, where the student is at risk of falling under**

unsatisfactory course progress.

- A. Students shall be sent a Notification Letter indicating that they have fallen below 60% academic performance for the term to date or are at risk of falling under unsatisfactory course progress, and failure to achieve Competency in further units undertaken in the current term may result in failing to achieve academic progress for the term. Failing to achieve this academic progression in two consecutive terms will be deemed in breach of Visa requirements and will be reported to the appropriate government agency(s). The students are given the opportunity to be counselled in their progress if required.
- B. Note: Where a course has 2 or fewer units delivered in a term, the Notification Letter will be issued when a student has failed a single unit or reaches 50%.

ii. When a student's projected academic progress falls below 50% for a completed single term

- A. When a student's academic progress falls below 50% for a completed single term the Intervention Officer shall notify the Training Manager and a '1st Warning Letter' shall be sent to the student to advise them must organise an appointment with the Intervention Officer to discuss their poor academic progress and strategies to ensure they stay above the 50% academic progress requirement for the following Term.
- B. Notes: Student to be advised to invite a 3rd party as the student's witness if required.

iii. Any student who is below 75% academic progress in their current term after falling below 50% in their previous term

- A. Students shall be sent a '2nd Warning Letter' notifying them they are at risk of breaching their requirement to maintain academic progression for each term they are enrolled. They are informed they have fallen below 75% academic progress in the current term after falling below the required academic progression in the previous term. They are informed that if they fall below the required academic progression in two consecutive terms,

they will be reported to the appropriate government agency(s).

- B. They are also informed that they must organise an appointment with the Intervention Officer.
- C. Intervention Officer to discuss their poor academic progress and strategies to ensure they stay at least above the minimum requirement of 50% Academic requirement for the term. During the meeting, the Intervention Officer will also ensure that the student's needs are discussed and support is provided where required. All the agreed support strategies will be noted in detail in the Intervention Summary Sheet.

iv. When a student's projected academic progress falls below 50% for 2 consecutive terms

- A. The student shall be sent a 'Breach Recorded' letter indicating that they will be reported to the DHA for unsatisfactory academic progress in their course of study. They are informed that this has occurred as they have failed to be deemed Competent in more than 50% for two consecutive terms.
- B. They are also informed of their ability to access the appeals and complaints process and have 20 working days to do so.
- C. If the student does not go through any appeal or complaint process within 20 working days, the report shall be submitted via PRISMS.

4.8 All communications with students, including calls, emails, and notification & warning letters, are recorded and will be kept in the student's file.

5. Intervention strategies

5.1 The Institute implements a documented intervention strategy, available to staff and students, that specifies procedures for identifying and assisting students at risk of not meeting academic/course progress requirements. This strategy specifies:

- i. Procedures for contacting and counselling identified students
- ii. Strategies to assist identified students to achieve satisfactory course progress.
- iii. The process by which the intervention strategy is activated.

5.2 The objective of this intervention strategy is to identify any necessary action to assist the

students who are identified as failing or at risk of failing to meet academic/course progress requirements, in order to achieve or regain satisfactory course progress.

- 5.3 The Training Manager, along with the Intervention Officer and the Course Coordinator, is responsible for implementing and monitoring the Intervention Strategy.
- 5.4 At a minimum, the intervention strategy must be activated where the student has failed or has been deemed not yet competent in 50 per cent or more of the units attempted in any study period. The Institute activates an intervention strategy at any point before the end of the study period.
- 5.5 Even before the activation of a formal intervention strategy, as soon as a trainer identifies that the student has failed in the first unit, the trainer will make every attempt to contact the student and provide support where required. All records of contacts with the students' needs must be kept in the student file, and notes must be made in the student management system. The following ways of recording the communication with the student should be maintained:
 - i. Summary of the calls made to the student by the intervention office/trainer.
 - ii. A copy of the emails sent to the students for follow-up or assistance will also be placed in the student's file and detailed on the Intervention Summary sheet.
 - iii. Reporting all notes of calls and emails as journal entries by trainers/intervention staff to be entered on the student management system, which is Wisenet. Training Manager/ Intervention officer to check all notes while analysing students who are at risk of falling behind the minimum course progress requirement.
- 5.6 Within five (5) working days of the completion of a unit, the Intervention Officer will review the academic progress of all students and identify those students who are “at risk” of not meeting satisfactory course progress requirements.
- 5.7 Depending on the scenario, the required steps will be taken in accordance with the International Student VET Academic Progress Policy and procedures.
- 5.8 In the process of following the intervention strategies, the responsible Intervention Officer will ensure that he/she records and maintains the following documents to monitor further course progress levels of the students:
 - i. Intervention Monitoring Database

- ii. Appointment Record Sheet
 - iii. Intervention Summary Sheet
- 5.9 The warning letter will inform the student that he or she can access the Institute's complaints and appeals process and that the student has 20 working days to do so.
- 5.10 If the student believes there are reasons that they should not be reported, they may appeal as detailed above. The student may appeal if they believe one or more of the following have happened:
- i. The Institute has not recorded assessment outcomes correctly.
 - ii. Compassionate or compelling reasons may have contributed to unsatisfactory progress. These circumstances could include, but are not limited to:
 - A. Involvement in, or witnessing of, a serious accident.
 - B. Witnessing or being the victim of a serious crime that has impacted the student (these cases should be supported by police or psychological reports).
 - C. Where the Institute is unable to offer a prerequisite unit.
 - D. Inability to begin studying on the course commencement date due to a delay in receiving a student visa.
 - iii. The Institute has not implemented its intervention strategy in accordance with its documented policies and procedures.
 - iv. The Institute has not implemented any other policies that may impact its results.
 - v. The Institute has not provided the complaints and appeals policy to the student.
- 5.11 The intervention meetings will be initiated by the Intervention Officer/Training Manager; however, appropriate personnel, such as counsellors, may be called on to assist with the process
- 5.12 At the intervention meeting, academic and non-academic issues are to be explored, solutions sought, and the following intervention strategies will be put in place where appropriate:
- i. academic skills support
 - ii. additional English/Tutorial support

- iii. increased monitoring
- iv. a mentor programme
- v. personal counselling
- vi. provision of a customised timetable
- vii. being placed in a suitable alternative subject within a course or a suitable alternative course; or
- viii. a combination of the above and a reduction in course load.

5.13 Assessment Re-assessment: If the student fails any part of the assessment, he/she will be provided with ongoing support as suggested above. The kind of support required will be assessed on an individual case basis by the Intervention Officer, along with the Training Manager.

- i. The student may be provided with 3 reassessment opportunities while receiving ongoing support from the trainers, including extra study time, additional resources, and mentoring.
- ii. If a need for extra tutoring time is identified, the student will be given a special timetable to meet with the trainers for support during breaks in the regular course timetable.
- iii. The records for these reassessment timetables and meetings will be made available to the Intervention Officer, along with the assessments finally completed and deemed Competent.
- iv. The inclusion of extra academic support and tutorial time during the break periods in the regular timetable ensures that the student is able to meet the learning needs and goals within his/ her CoE duration.
- v. If there are no breaks in the course duration, the student who needs extra support, such as additional academic and tutorial time, may be provided with an extension to the CoE and/or a customised timetable.

5.14 The Intervention Strategy could be activated by

- i. a letter to the student
- ii. personal contact with the student by a suitably authorised staff member
- iii. contact with the student by the course counsellor/convenor

5.15 Documentary evidence of the intervention measures implemented should be kept in

each student's file, along with notes of all communication with the student via calls and emails.

- 5.16 Students will be required to accept the Institute's proposed intervention strategy within 10 working days by signing the Intervention Strategy Plan. Students failing to accept the proposed intervention strategy will be reported to the DHA for unsatisfactory academic progress. The student is made aware of this when they meet the Intervention Officer regarding the Intervention Strategy Plan, and it is documented in the same.
- 5.17 If a student attends an intervention meeting, has signed the Intervention Strategy Plan, but fails to adhere to the plan, the student will receive an intention-to-report letter after the end of the second consecutive study period. They will be provided with a copy of the Institute's complaints and appeals policy and a form advising the student of a 20 working-day period within which to respond. If they do not respond or their grounds for appeal are rejected, they will be reported to the DHA for unsatisfactory progress.
- 5.18 Students who fail to attend the intervention meeting without a reasonable excuse will receive an intention-to-report letter after the end of the second consecutive study period. They will be provided with a copy of the Institute's complaints and appeals policy and a form advising the student of a 20 working-day period within which to respond. If they do not respond or their grounds for appeal are rejected, they will be reported to the DHA for unsatisfactory progress reported to the DHA for unsatisfactory academic progress
- 5.19 Where a student on the intervention strategy requires more time to complete their qualification, a new Confirmation of Enrolment must be issued by the authorised PRISMS administrator and lodged on PRISMS. The new Confirmation of Enrolment must indicate the revised completion date and the reasons for the revised date.

6. Reporting 'Breach of Student Academic Progress' - Notice of Intention to Report

- 6.1 Where the Institute has assessed the student as not achieving satisfactory course progress, the student will be notified in writing of the Institute's intention to report the student for failing to make satisfactory course progress. The written notice must inform the student that he or she may access the Institute's complaints and appeals process in accordance with the Complaints and Appeals Policy and Procedures, and that the

- student has 20 working days to do so.
- 6.2 All students who fail below 50% academic progress requirement for two consecutive terms (study periods) and have no supporting reasons shall be reported via PRISMS to the DHA for a breach of their Visa condition.
 - 6.3 Students have 20 working days from the date the 'Breach Recorded' letter is processed to appeal the decision of their academic non-performance. This does not mean that the complaints/appeals process must be finalised within 20 working days.
 - 6.4 If a student chooses to access the Institute's complaints and appeals process, the Institute must maintain the student's enrolment while the process is ongoing and until any decision has been made.
 - 6.5 Where the student has chosen not to access the complaints and appeals processes within the 20-working-day period, has withdrawn from the process, or the process is completed, and the results support the Institute's decision, the Institute will notify DHA through PRISMS of the student not achieving satisfactory course progress as soon as practicable.
 - 6.6 After all complaints and appeals processes are finalised and a student is deemed to have failed to meet satisfactory course progress, the Institute must report this via PRISMS.
 - 6.7 Reporting breaches into PRISMS is the responsibility of the Intervention Office, which monitors projected academic progress weekly. They are also supported by the CEO's monitoring.
 - 6.8 A copy of all letters and any reports is to be kept in the student's files.

VERSION HISTORY

Version Number	Date	Summary of changes
1.0	September 2021	New policy
2.0	July 2025	Revised and updated to include the changes according to the Standards for Registered Training Organisations (2025).
3.0	December 2025	Revised and updated to include the changes according to the ESOS 2000 Act.