



COURSE PROGRESS, ATTENDANCE & INTERVENTION POLICY & PROCEDURE

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1. Purpose

Insight Institute of Further Studies (IIFS) is committed to monitoring, supporting, and managing the academic progress and attendance of all enrolled students. The primary purpose of this policy is to ensure that students maintain satisfactory academic progress and complete their chosen qualification within the expected duration specified on their Confirmation of Enrolment (CoE), while receiving timely, structured intervention and support.

This policy ensures full regulatory compliance with:

- **Standards for RTOs 2025:** Outcome Standards 2.7 (Student Support & Safeguarding) and 2.8 (Transparent Student Progression & Monitoring).
- **National Code of Practice 2018:** Standard 8 (Overseas Student Visa Requirements - Course Progress and Attendance).
- **Education Services for Overseas Students (ESOS) Act 2000** and ESOS Regulations 2019.
- **Migration Act 1958** and Migration Regulations 1994 (specifically Condition 8202 oversight).

2. Scope

This policy applies universally across IIFS operational environments to:

- All enrolled domestic VET students and CRICOS international student visa holders.
- All vocational qualifications, accredited units, practical placement components, and trade workshops.
- All IIFS Academic Directors, Student Support Officers, Compliance Managers, Trainers, and Assessors.

3. Definitions



Term	Definition
Study Period	A discrete period of study, defined by IIFS as a compulsory term/semester lasting up to 26 calendar weeks, in which a student is enrolled in a specific set of units.
Satisfactory Course Progress	Achieving a competency result of "Competent" (C) in 50% or more of the enrolled units of competency within a single study period.
Unsatisfactory Course Progress	Failing to achieve competency (receiving "Not Yet Competent" - NYC) in 50% or more of the enrolled units within a single study period or failing to meet agreed milestones in an Intervention Strategy Plan.
Intervention Strategy Plan (ISP)	A formal, tailored support contract established between IIFS and a student identified at academic risk, outlining mandatory remedial actions, catch-up timelines, and support resources.
Notice of Intention to Report (ITR)	A formal notification issued to an international student informing them of IIFS's intention to report them to the Department of Home Affairs (DHA) via PRISMS for failure to maintain satisfactory progress across two consecutive study periods.
Compassionate or Compelling Circumstances	Unforeseen events beyond the student's control that impact course progress or attendance (e.g., severe illness/injury supported by medical certificates, bereavement, major family crisis, or natural disasters).

4. Policy Statements

4.1 Monitoring Academic Progress

- IIFS continuously tracks and records assessment results and competency outcomes in the Student Management System (SMS / Canvas LMS).
- Assessors must record unit results within 10 working days of assessment submission.
- Course progress is formally audited at two critical checkpoints during each study period:
 - Mid-Term Progress Audit (Week 6/12):** Early warning screening to identify students with non-submissions or pending "Not Yet Competent" (NYC) outcomes.
 - End-of-Term Progress Audit (Week 12/24):** Comprehensive review determining overall term outcome (Satisfactory vs. Unsatisfactory).

4.2 Stage-Based Risk & Intervention Framework

Stage / Level	Trigger Condition	Mandatory Action & Response
Stage 1: Early Risk Warning	Student fails 1 unit or misses key assessment submission deadlines at Mid-Term Audit.	Academic Support Officer issues an informal First Risk Warning via email and SMS. Student is invited to a voluntary academic counselling meeting and offered catch-up support.
Stage 2: Formal Intervention Plan	Student achieves NYC in 50% or more units in a single Study Period (Unsatisfactory Progress for 1 Term).	Mandatory issuance of Formal Intervention Plan Notice. Student must attend a formal Intervention Meeting within 5 working days to sign a customized Intervention Strategy Plan (ISP).
Stage 3: Intention Report (ITR)	Student demonstrates Unsatisfactory Course Progress for two (2) consecutive Study Periods or fails to comply with ISP terms.	Compliance Manager issues a formal Notice of Intention to Report (ITR) via PRISMS. Student is notified of their right to access internal appeals within 20 working days.

4.3 Attendance Requirements & Practical Placements

- International students are expected to maintain full attendance (minimum 20 scheduled contact hours per week) to support academic progress.
- For practical trade courses (e.g., Cabinet Making, Carpentry, Commercial Cookery), mandatory physical workshop attendance and Logbook completion are strict prerequisites for competency assessment.
- If attendance drops below 80% in scheduled practical workshop components, an early academic intervention is triggered automatically.

4.4 Extension of Course Duration & CoE Variations

IIFS will not extend the duration of a student's enrolment (CoE) unless one of the following documented grounds applies:

- Compassionate or Compelling Circumstances:** Supported by verifiable third-party documentary evidence (e.g., medical certificate from a registered practitioner, death certificate, police report).
- Implementation of an Intervention Strategy:** Formal ISP requirements dictate additional study time, prerequisite re-sits, or adjusted subject loads.
- Approved Deferment or Suspension:** Formal granting of leave under IIFS Deferment, Suspension and Cancellation Policy.

5. Procedure & Workflows

5.1 Implementing an Intervention Strategy Plan (ISP)

- Upon identification at End-of-Term Audit, the Student Support Officer sends an Intervention *Meeting Invitation Letter* within 3 business days.
- During the meeting, the SSO and Academic Director assess root causes (e.g., academic difficulties, LLN barriers, personal issues).
- A tailored **Intervention Strategy Plan (ISP)** is created specifying mandatory actions:
- Mandatory attendance at supplementary LLN or academic writing workshops.
- Re-assessment scheduling during allocated catch-up weeks.
- Reduction in unit load (if approved alongside CoE extension).
- Weekly progress check-in meetings with a designated Student Mentor.
- Both the student and Academic Director sign the ISP document. A copy is stored in the student's SMS profile.

5.2 Intention to Report & Appeals Process

- If a student fails two consecutive study periods, the Compliance Manager issues the formal *Notice of Intention to Report (ITR)* via registered email.
- The ITR letter explicitly informs the student that they have **20 working days** from the date of issuance to lodge an internal appeal under the *IIFS Feedback, Complaint and Appeal Policy & Procedure*.
- During the 20-working-day appeal period, the student's enrollment remains active, and they are required to continue attending classes.
- If the student does not lodge an appeal within 20 working days, or if the internal appeal is dismissed and external appeal options are exhausted/waived, IIFS reports the student via PRISMS under Section 19 of the ESOS Act.

6. Roles & Responsibilities

• Role	Specific Responsibilities
Academic Director / RTO Manager	Oversees overall progress monitoring system, approves Intervention Strategy Plans, and authorizes Course Duration extensions.
Trainers & Assessors	Record unit results and practical workshop attendance accurately within 10 working days; report early risk markers to SSO.
Student Support Officer (SSO)	Conducts mid-term and end-of-term audits, issues risk warnings, conducts ISP meetings, and monitors ongoing compliance.



• Role	Specific Responsibilities
Compliance & Operations Manager	Issues formal Intention to Report (ITR) notices, manages PRISMS reporting, and ensures adherence to Standards for RTOs 2025 and National Code.

7. Continuous Improvement & Record Keeping

All progress audits, warning letters, Intervention Strategy Plans, medical certificates, and appeal records are maintained securely in the student management system for a minimum of 30 years in accordance with ASQA regulatory requirements. Systemic trends in progress failures are analysed annually and logged in the IIFS Continuous Improvement (CI) Register.

Yours sincerely,

A handwritten signature in black ink that reads "Kamal Mann".

Kamal Mann

CEO Insight Institute of Further Studies