

Course Progress and Attendance Policy and Associated Procedures

1. Purpose

This policy outlines IOIS's approach to monitoring and supporting student **course progress and attendance** in offshore delivery. It ensures that students remain engaged, progress through their studies on schedule, and are supported if they fall at risk of not completing.

This policy ensures compliance with the **Standards for RTOs 2025** (Clauses 2.1–2.6, Learner Protection) and reflects IOIS's commitment to quality, fairness, and continuous improvement.

2. Scope

This policy applies to:

- All students enrolled in IOIS offshore courses.
- IOIS staff, trainers/assessors, and support personnel.
- Third-party delivery partners or education agents involved in monitoring or reporting progress.

3. Policy Statements

3.1 Commitment

- IOIS monitors student **progress and attendance** systematically to ensure students are supported to complete their courses within the scheduled timeframe.
- Students at risk of not meeting progress or attendance requirements are identified early and provided with **intervention strategies**.
- Monitoring is conducted fairly, consistently, and with respect for individual circumstances.

3.2 Course Progress

- Students are expected to achieve **satisfactory progress** by successfully completing required units of competency within the agreed study period (e.g., term/semester).
- Trainers/assessors record and report student progress through the Student Management System (SMS).
- Unsatisfactory course progress is defined as:
 - Failing **more than 50% of units** in a study period, or
 - Not meeting agreed milestones in the Training and Assessment Strategy (TAS).

3.3 Attendance

- Students are expected to attend and participate in scheduled classes (online or face-to-face, depending on delivery mode).
- A minimum attendance benchmark of **80% per study period** is recommended to ensure engagement.
- Attendance includes:
 - Online class participation (live sessions, forums, LMS submissions).
 - Face-to-face training hours (if applicable).
 - Evidence of engagement in self-paced or practical components.

3.4 Intervention

- Students at risk of failing course progress or not meeting attendance requirements are contacted for a **formal intervention meeting**.
- An **Intervention Strategy** is developed, which may include:
 - Additional tutorials or mentoring.
 - Study skills workshops.
 - Extended deadlines or catch-up sessions (within policy limits).
 - Referrals to student support services.
- Students must agree in writing to the intervention plan.

3.5 Records & Confidentiality

- All progress, attendance, and intervention records are maintained in the SMS.
- Students are provided with written notifications at each stage.
- Records are retained for at least **2 years post-completion/withdrawal**.

3.6 Appeals

- Students may appeal decisions about course progress or attendance through the **Complaints and Appeals Policy**.

4. Procedures

4.1 Monitoring Course Progress

1. Trainers record assessment outcomes in the SMS within **10 working days** of marking.
2. The Academic Manager reviews student progress **midway and at the end of each study period**.
3. Students failing >50% of units are flagged as “At Risk.”

4. The Academic Manager arranges an **intervention interview** with the student.

4.2 Monitoring Attendance

1. Trainers mark attendance for all scheduled sessions (online and face-to-face).
2. The Administration Officer compiles attendance data weekly.
3. Students with <80% attendance are flagged for review.
4. Students are contacted to discuss reasons for low attendance and support options.

4.3 Intervention Process

1. The Academic Manager notifies the student in writing of unsatisfactory progress or attendance.
2. An **Intervention Meeting** is held within **10 working days** of notification.
3. The meeting documents: reasons for difficulties, agreed support actions, and timeframe for improvement.
4. The **Intervention Form** is signed by both student and Academic Manager.
5. Progress is monitored weekly until the student meets requirements or the study period concludes.

4.4 Unsatisfactory Outcome

- If a student does not engage with or fails to comply with the intervention strategy, IOIS may:
 - Record ongoing unsatisfactory performance.
 - Recommend withdrawal or suspension under the **Deferral, Suspension, Withdrawal, and Cancellation Policy**.

4.5 Reporting and Continuous Improvement

- The Academic Manager reviews **progress and attendance reports each term**.
- Data is analysed for patterns (e.g., high fail rates, high absenteeism).
- Findings are entered into the **Continuous Improvement Register** for corrective action.

5. Responsibilities

- **CEO:** Oversees compliance and ensures resources are available.
- **Academic Manager:** Monitors course progress and attendance; implements interventions; reviews reports.
- **Trainers/Assessors:** Record attendance and assessment outcomes; identify students at risk.



- **Administration & Student Support Officer:** Maintains records; issues notifications; tracks intervention outcomes.
- **Students:** Attend scheduled classes, engage actively, meet assessment deadlines, and cooperate with support processes.

6. Related Documents

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



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