

POLICY: A5.8

STUDENT PROGRESSION

1.0 INTRODUCTION

1.1 Context

The Australian Institute of Management is an NVR Registered Training Organisation (AIM) providing online self-paced learning in vocational and educational courses. AIM is committed to fostering a supportive, student-centered learning environment. Early identification and support of students at risk of not progressing through their course are critical to enabling student success and ensuring compliance with the Outcome Standards for NVR Registered Training Organisations 2025 (Quality Area 2: VET Student Support, Standard 2.3).

1.2 Purpose

The purpose of this policy is to provide AIM students and staff, and third-party partners with clear information about AIM's position in relation to monitoring and supporting the progress of students in their courses and its approaches to intervention to improve completion rates and satisfaction levels.

1.3 Scope

The policy applies to prospective AIM students and current AIM students enrolled in vocational education and training (VET) courses with AIM.

1.4 Scope Exceptions

None

2.0 RESPONSIBILITIES

1. All those referred to under the Scope of this policy are responsible for complying with its terms and its procedure.
2. Specific responsibilities are provided in the Student Progression Procedure.

3.0 POLICY

3.1 PRINCIPLES

1. AIM complies with the Outcome Standards for NVR Registered Training Organisations 2025 including the Standards related to student support and progression - Quality Area 2. VET Student Support.
2. AIM ensures prospective students and current students are aware of their responsibility in relation to satisfactory course progression through its enrolment processes, Student Handbook, orientation information, and ongoing student support.

3. AIM ensures prospective students and current students are aware of the support services available and how to access them. (Refer to *Student Diversity and Equity Policy*)
4. Students are responsible for their own academic performance; however, AIM recognises the pivotal role academic and student support staff have in contributing to student success.
5. AIM is committed to ensuring principles of access and equity are adhered to and providing additional support if required including language, literacy and numeracy (LLN), disability needs, or Reasonable Adjustment.
6. All students receive a course start and end date, which gives a clear indication of the time available to complete their course. To successfully complete a course within the course duration each student is required to progress satisfactorily.
7. Satisfactory course progression includes regular course attendance if studying face-to-face and regularly engaging with their learning material if studying online.
8. Satisfactory course progression includes the regular submission of assessments throughout the duration of the course.
9. AIM monitors student progress through the Learning Management System (LMS) where all student attendance, online engagement, and assessment submission is recorded and where students at risk of failure or withdrawal can be identified.
10. If a student is found to not be progressing satisfactorily or is considered a student “at risk” of not completing their course, AIM will contact the student, and an appropriate intervention strategy will be discussed and initiated.
11. Intervention strategies will vary according to the student and academic staff will determine the best approach in discussion with the student.
12. If a student is unable to progress despite the intervention strategy, an application to the Head of Student Engagement is required for other options such as Course Extensions. (See *Withdrawn, Deferral, Extension, Transfer and Refund Policy*.)

4.0 DEFINITIONS

- **Engagement**- This refers to students actively accessing the learning materials, completing assessments, and participating in online forums, workshops and so on.
- **Extensions**- Where a student has a case for not being able to complete the course as per their Training Plan or course duration, they may apply for extra time to complete. Requests for extensions are assessed on an individual basis.
- **Intervention** - A measure or action taken by AIM staff after assessing a student’s lack of engagement in their learning. This intervention may vary according to the student but will commence with communication with students to determine what support they need to progress.
- **Reasonable Adjustment** - A measure or action taken to assist a student with a disability to participate in training on the same basis as other students. An adjustment is reasonable if it considers the student’s learning needs and balances the interests of all parties affected, including the student, the provider, the staff and other students.

- **Special Consideration** - in making a decision on, for example, requests for course extensions, special consideration allows for review of the circumstances which the student alleges were not the fault of the student, impacted on them and made it impracticable for them to complete the course.

5.0 REFERENCES AND ASSOCIATED INFORMATION

- Student Progression Procedure
- Assessment Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Student Diversity and Equity Policy and Procedure
- Outcome Standards for NVR Registered Training Organisations
- Withdrawn, Deferral, Extension, Transfer and Refund Policy and Procedure

6.0 POLICY OWNERSHIP

Policy Owner	Chief Education Officer - Future Skills
Status	Reviewed on 3 December 2025
Approval Authority	Chief Executive Officer
Date of Approval	13 September 2022
Effective Date	1 July 2025
Implementation Owner	Head of Academic Delivery VET and Head of Student Engagement
Maintenance Owner	Senior Compliance Manager - VET
Review Due	11 January 2027
Content Enquiries	Head of Student Engagement

7.0 AMENDMENTS

Version	Amendment Approval (Date)	Amendment Made By (Position)	Amendment Details
A5.2	13 September 2022	VET Compliance and Operations Manager	Update of policy as per Scentia governance review and templates; name change from Course Progression to Student Progression and inclusion of content from Student Support policy.
A5.3	13 October 2023	VET Compliance and Operations Manager	Addition of information related to performance and reporting obligations for VSL students
A5.4	24 October 2023	VET Compliance and Operations Manager	Updates to include reference to third-party partners/staff
A5.5	20/02/2025	VET Compliance and Operations Officer	Policy and procedure updated to align with Outcome Standards for NVR Registered Training Organisations 2025

Version	Amendment Approval (Date)	Amendment Made By (Position)	Amendment Details
A5.6	4 July 2025	VET Compliance and Operations Officer	Removed reference to VSL
A5.7	12 August 2025	VET Compliance and Operations Manager	Updated position titles
A5.8	3 December 2025	Senior Compliance Manager VET	Updated accountable role from Head of Academic Delivery to Head of Student Engagement