

## PROCEDURE: A5.7- P5.6

### STUDENT PROGRESSION

#### 1.0 INTRODUCTION

##### 1.1 Related Policy

Student Progression

##### 1.2 Purpose

The purpose of this procedure is to provide AIM students and staff with clear information about how AIM monitors and supports the progress of students in their course and its approaches to intervention to improve completion rates and satisfaction levels.

##### 1.3 Scope

This procedure applies to all AIM staff, academic and professional, including any third-party staff, involved in the provision of AIM training products and services.

##### 1.4 Scope Exceptions

None

#### 2.0 RESPONSIBILITIES

1. The Chief Education Officer - Future Skills is responsible for ensuring that AIM:
  - a. meets the Outcome Standards for NVR Registered Training Organisations - and its obligation to support and inform students.
  - b. complies with all relevant Commonwealth, State, and Territory legislation and regulatory requirements relevant to its operations including (but not limited to) Privacy, Consumer Affairs and Fair Trading.
2. The Head of Student Engagement is responsible for ensuring the management of student progression and intervention strategies.
3. All AIM academic and administrative staff are responsible for implementing the procedure.

#### 3.0 PROCEDURE

##### 3.1 Student Progression

1. AIM ensures students receive a course start and end date which gives a clear indication of the time available to progress satisfactorily and successfully complete their course. This information is outlined in the Student Training Plan and welcome email.

2. Students are expected to regularly log in and actively engage in their learning in order to complete their course by the designated course end date. It is the student's responsibility to follow the Training Plan and seek assistance from the Trainer and Assessor or Student Support Officer. Students who are studying face to face will require regular attendance as this is necessary for satisfactory course progression.
3. Although AIM offers a self-paced approach to learning, Student Support staff and Trainers and Assessors will regularly monitor student progress through the Learning Management System (LMS) on an ongoing basis. Students will be contacted via the LMS, emails and phone calls to support engagement and progression.
4. The Head of Student Engagement will be advised when the following risk indicators are present:
  - a. Lack of attendance or engagement is when the student has not logged into LMS 30 calendar days since the course commencement date, and on an ongoing basis has not logged into LMS in the preceding 60 calendar days.
  - b. Lack of progression is when a student has not submitted an assessment 60 calendar days after the assessment due date on their training plan. The Head of Academic Delivery VET ensures students receive a course start and end date, which gives a clear indication of the time available to progress satisfactorily and successfully complete their course. This information is in the Student Training Plan and welcome email.
5. Academic and Student Support staff will contact students not progressing satisfactorily in their course, or those considered “at risk” of not completing their course, and an appropriate intervention strategy will be discussed and initiated (refer to intervention strategies section 3.2).
6. Student Support staff will notify a student of the intention to cancel their course enrolment via email if a student fails to demonstrate course progression for a second time (after an intervention strategy has been initiated) and advise that AIM may cancel their course enrolment and that the student will have 30 calendar days to appeal the decision.
7. Student Support staff will contact students who are accessing government funding for their course as student progression obligations may apply as a condition of the funding. In these circumstances, AIM is required to act in accordance with any funding contractual requirements (if applicable, students should refer to their individual funding contracts).

### **3.2 Intervention strategies**

1. Academic staff will assess individual students to determine what strategy best suits their needs. These may include:
  - counselling or support sessions through EAP Access.
  - language, literacy and numeracy (LLN) support services.
  - IT support.
  - a training or study plan with set timeframes for class attendance and/or online engagement and assessment submissions.
  - study skills resources and/or support.

- additional learning materials and/or activities to assist in consolidation of learning.
- one on one sessions with the Facilitator or Assessor.

### 3.3 Extensions

1. Academic staff will advise students at risk of not completing by the course end date if they have an option to extend the course end date. An extension may not be possible in cases where the course is superseded or is a subsidised course.
2. Student Support staff will advise students of the extension process and conditions in accordance with the *Withdrawn, Deferral, Extension, Transfer and Refund Policy and Procedure*.

## 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, they may apply for extra time to complete their study. 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, 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

- Assessment Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Student Diversity and Equity Policy
- Outcome Standards for NVR Registered Training Organisations
- Student Progression Policy
- 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	<a href="#">Head</a> of Student Engagement

## 7.0 AMENDMENTS

Version	Amendment Approval (Date)	Amendment Made By (Position)	Amendment Details
A5.2-P5.0	13 September 2022	VET Compliance and Operations Manager	Policy and procedure updated as per Scenia governance review; name change to Student Progression
A5.2-P5.1	20 April 2023	VET Compliance and Operations Manager	Updates to clauses 1-3 to reflect new progression strategy and course duration
A5.3-P5.2	13 October 2023	VET Compliance and Operations Manager	Updates to include reference to VSL student obligations and progression
A5.4-P5.3	24 October 2023	VET Compliance and Operations Manager	Updates to include reference to third-party partner
A5.5-P5.4	20 February 2025	VET Compliance and Operations Officer	Policy and procedure updated to align with Outcome Standards 2025
A5.6-P5.5	4 July 2025	VET Compliance and Operations Officer	Removed reference to VSL
A5.7-P5.6	12 August 2025	VET Compliance and Operations Manager	Updated position titles
A5.8-P5.6	3 December 2025	Senior Compliance Manager VET	Updated accountable role from Head of Academic Delivery to Head of Student Engagement