



*Infinity Institute*

**Australia**

**Academic Progress and Student At-Risk Policy  
and Procedure**

## Academic Progress and Student At-Risk Policy and Procedure

### Purpose and Scope

This policy and procedure provide a framework that Infinity Institute Australia (“IIA”) implements to manage the academic progression of students and how students at risk of unsatisfactory progress are identified, managed, monitored, and supported. The intention of this policy is to provide all students with the best opportunity to meet their study goals and aspirations through early identification, timely intervention, and ongoing academic support.

This policy and its procedures apply to all domestic students at IIA, including those accessing VET Student Loans (VSL), and all academic and administrative staff associated with teaching, learning, and administration of their courses. It also incorporates mechanisms for collecting and evaluating student feedback to inform continuous improvement of training delivery, support services, and learner outcomes.

This policy is designed to ensure compliance with the VET Student Loans Act 2016, VET Student Loans Rules 2022, and the Standards for RTOs, ensuring that students accessing VET Student Loans are effectively supported, monitored, and engaged throughout their learning journey.

### Policy

The following principles form the basis of this policy:

Early assessment of progress	In the early stages of any unit or the course, IIA academic staff aims at identifying students who are likely to have problems with their academic work. In the first instance, trainers / assessors are expected to contact students who are identified as having problems with their academic work to ascertain the nature of the problems they are experiencing and how they could be assisted to improve their performance. IIA will make available additional support to students, such as learning and counselling support, including arranging one on one extra support sessions with their trainers and assessors, as required.
Proactive Monitoring and Prevention and Review	IIA will monitor and report on student’s progression at the end of each term. Cohorts will be tracked in terms of gender, level of study, indigenous/non-indigenous, full time/part time enrolment, under 24/over 25, disability reported/no disability reported, first in family/not first in family, low/medium/high socioeconomic status in order to determine those groups likely to be at risk and to determine appropriate intervention strategies.
Academic empowerment	Students will have access to their academic record upon making a request so that they are empowered to make decisions about their academic progress. Students will have access to this policy so that they have a clear understanding of relevant requirements and procedures.
Clear expectations	Students will be informed of what constitutes satisfactory academic progress, including the requirement to pass at least 50% of units attempted per term and avoid failing any unit more than once.
Compassionate support	IIA acknowledges that unsatisfactory progress can be very difficult for students. While scrupulously maintaining academic standards, IIA will ensure that students have no cost supports available to them.
Completion	IIA aims to have all students who enrol complete the full Course within their scheduled course duration. Students who are off track will be supported with academic adjustments to meet this goal.

Fair	Fair and consistent treatment should be provided to all students by the processes and procedures of this Policy and Procedure. IIA will notify relevant students of satisfactory performance in a timely manner.
Recruitment	IIA will endeavour to ensure that each student recruited into a course will have a realistic chance of completion.
Transparency	Students will have access to this policy, their academic records, and information on how to appeal academic decisions.
Feedback and Continuous Improvement	IIA collects and uses student feedback to enhance the quality of training and support services. Feedback is gathered regularly through national and internal surveys and is used to inform continuous improvement, in line with VSL Rules and NVR Registered Training Organisations 2025.

## Procedure

The following procedure explains the process that IIA will implement the Academic Progress and Student at Risk Policy and Procedure.

### For all IIA Students, the following procedure applies:

#### Satisfactory Course Progress

A student's academic/course progress will be assessed using the results of their units studied for a term. At the end of each term, students deemed to have satisfactory course progress will have passed 50% or more of the units attempted in each term and not failed any unit of study more than once.

#### Unsatisfactory Course Progression

This arises when a student at risk:

- Fails 50% or more of the Units attempted at the end of a term.
- Fails the same Unit for a second time.
- Is unable to complete their course within the timeframe specified in the maximum time for enrolment. In such circumstances, the student will be referred to the VET Manager for counselling, further academic support, and assistance.
- Fails to improve, despite the intervention and further supports provided by relevant IIA staff.
- Fails to complete the Course on time.

If the intervention strategy does not lead to satisfactory progress in the course, further steps will be taken by the IIA.

#### Student at Risk Indicators

There are several risk indicators of students being unable to complete their course. They include:

1. *Poor attendance in class* Students are expected to attend 100% of classes and however for the purposes of this policy poor attendance is defined as missing at least 2 classes in succession or 3 classes cumulatively without good reason. Where poor attendance occurs the trainer and assessor is required to contact the student to stress the importance of regular attendance. Attendance should be recorded in the student

management system (Wisenet), along with the unit results.

2. Extensions for submitting an assignment may indicate medical, mental health, personal issues beyond the control of the student, or the stress of undertaking the Unit or course. Where appropriate, trainers and assessors should advise the student of the study supports available. Extensions provided to the student should be recorded on the student database, along with the Unit results.
3. *Deferral of a Unit:* This may indicate a risk of non-completion of the Course and may put at risk on-time completion. It should be recorded on the student database.
4. *Special Consideration:* Students who gained admission to a IIA course with special consideration on the basis of having a mental or physical condition or disability and regardless of socioeconomic, educational, religious or cultural backgrounds may require additional support. With the written consent of the student academic staff will be made aware of these students in order to enable them to provide interventions, such as closer monitoring of performance and additional one-on-one time with these students. The students admitted under special consideration who have been provided with additional academic support will be considered high probability for early intervention.
5. *Academic misconduct:* This may be an indicator that a student is having difficulties in achieving the required academic standards of the Course. If academic misconduct is proven, this information should be included in the student database.
6. *Failing a Unit:* IIA staff in particular trainer and assessor should offer support the student in terms of showing them where they need to improve their performance if they are to re-submit the unit again.

Academic staff will be trained to detect students displaying any of these student risk indicators, and how to deal with them appropriately. Over time, IIA will gain large volumes of data on students and their performance. It will use this data to predict students who may become at risk of being unable to complete their Course.

## Notifying At-Risk Students

Once students are identified as at-risk, the VET Manager will be responsible for writing to the student advising them that they are at risk of unsatisfactory progress within five (5) business days of so being identified. The VET Manager along with the trainer will organize an intervention meeting with the student and provide the required support (within their work boundaries) to help the student to progress in their course.

## Completion Time

Students are required to complete courses within an appointed timeframe. All students will be monitored to ensure that they are on track to complete their courses within the required timeframe, and students at risk of not completing their course within the appointed timeframe will be referred to the VET Manager or other IIA staff for further counselling, support, and assistance.

## Engagement (VET Student Loans)

Students accessing VET Student Loans for their enrolled course are required by the Department of Employment and Workplace Relations to demonstrate their course progression at regular intervals by completing the VET Student Loans – Confirming enrolment and continued course engagement and participation form (Progression form):

- IIA will login in to eCAF to trigger the progression point each year during February, June and October and send to students.

- Students will receive an invitation email with login details to the eCAF system requesting that students indicate their study intent and complete a short survey.
- Students are required to indicate that they are continuing to be a genuine student only after at least four months have elapsed since their eCAF application was submitted, or they last indicated they are a genuine student. Students may be requested to complete this form three times in a calendar year during the length of the course in February, June and October.
- Students have two weeks to submit the progression form to confirm their continuity as a genuine student.
- If students do not complete the form and survey, students may not be able to continue accessing VET Student Loans to pay for the remainder of their course tuition fees.

These progression requirements are mandatory under the VET Student Loans Rules. Students who do not complete the forms may have their VET Student Loans access suspended or terminated and may be required to pay tuition fees directly to continue their studies.

Students are required to maintain communication with IIA and the Department of Employment and Workplace Relations for the duration of the course to verify their enrolment and continue using VET Student Loans to pay tuition fees.

It is important that for the duration of the course students notify IIA and the Department of Employment and Workplace Relations of any change of contact details, as it may impact on accessing VET Student Loans to pay for the remainder of their course tuition fees.

IIA will monitor student course progress to ensure course and assessment requirements are being met.

The VET Manager will use the following methods to check for students' engagement and progression:

- Attendance Records on Student Management System (Wisenet)
- Trainer/Assessor emails and progress notes on Student Management System(Wisenet)
- Assessment submission dates
- Unit Completion results recorded on Student Management System(Wisenet)
- Extensions applied for submitting an assignment

## **Feedback and Continuous Improvement Procedure**

To ensure ongoing quality and compliance with the VET Student Loans Rules 2016, NVR Registered Training Organisations 2025, and internal benchmarks, IIA has established the following procedure for feedback and continuous improvement:

### **1. Collection of Feedback**

Student and stakeholder feedback is collected through the following methods:

- Learner Questionnaire, completed annually in line with national data reporting requirements.
- Infinity Institute Australia Student Satisfaction Form for all Courses, issued to students at multiple points throughout the course and upon graduation.
- Annual Assessment of Student Satisfaction Report – A formal, internal evaluation completed annually across all courses to review key aspects such as training quality, trainer effectiveness, work readiness, support services, and learner engagement.

- Trainer feedback and informal student input, collected during classes, support sessions, and communication with student services.

## 2. Analysis and Review

- Feedback is aggregated and reviewed by the VET Manager.
- Results are analysed to identify trends, areas of concern, and opportunities for improvement in training, assessment, facilities, and student support.
- Where applicable, data is disaggregated (e.g. by course, cohort, funding type) to ensure tailored insights.

## 3. Continuous Improvement Action

- Any identified issues are addressed through the Continuous Improvement Register.
- Changes are proposed and actioned with clear timelines, responsible personnel, and follow-up review points.
- Relevant adjustments may include: trainer professional development, assessment redesign, updated student resources, or service delivery modifications.

## 4. Reporting and Communication

- Summary reports are prepared annually and tabled at management and academic meetings..
- Staff are informed of outcomes relevant to their area (e.g. training delivery, student support).
- Where appropriate, students are informed of changes implemented in response to their feedback.

## 5. Compliance and Record-Keeping

- Feedback data and improvement actions are recorded and securely stored in the Student Management System (Wisenet) and Continuous Improvement Register.
- Evidence of feedback collection and response is maintained for internal audits and VSL compliance reviews.

### Record Keeping for VSL

Student engagement, progression responses, and academic outcomes will be recorded in the student management system (Wisenet) and securely retained for audit purposes, as per VET Student Loans data retention requirements.

IIA provides a range of support services to support students' welfare and wellbeing. For further information on support services, refer to IIA Student Support, Welfare and Wellbeing Policy & Procedure.

### Complaints and Appeals

Despite the best efforts of IIA to provide quality services and outcomes to its students, complaints may occasionally arise that require formal resolution. Students should refer to the *Students Complaints and Appeals Policy and Procedure* on IIA website or email IIA at [admin@ii.edu.au](mailto:admin@ii.edu.au). IIA staff will make every attempt to resolve their complaint or appeal as soon as practicable.