



Department	Vocational Education & Training		Author	RTO Manager	
Quality Controlled Document No. & Title	7.0	Course Progress and Attendance Policy	Approved	RTO CEO	
Version	1.0		Authorised	RTO Academic Board	
SRTOs 2025 & ESOS Act	Standard 2.3 the Outcome Standards for RTOs Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018		Distribution	Internal	Staff
				External	Current Students Prospective Students

Purpose of the Policy

This policy and associated procedures outline 's approach to monitoring and supporting the course progress and attendance of international students enrolled in VET and ELICOS courses. The purpose of this policy is to ensure that students maintain satisfactory course progress and, where applicable, attendance, so they can successfully complete their studies within the duration specified on their Confirmation of Enrolment (CoE).

This policy also outlines the processes for identifying, monitoring, and managing unsatisfactory course progress and attendance, including the provision of intervention and support strategies to assist students in achieving successful academic outcomes.

Policy Statements

Marriott Academy is committed to supporting students to achieve successful educational outcomes through proactive monitoring, timely intervention, and access to appropriate support services.

Students are expected to actively participate in their studies, complete assessments by the required due dates, attend scheduled classes, and seek assistance when difficulties arise.

Marriott Academy will monitor student progress throughout each study period to identify students who may be at risk of failing to achieve satisfactory course progress or attendance requirements. Where concerns are identified, students will be offered appropriate support and intervention opportunities designed to assist them in successfully completing their studies.

All decisions relating to course progress, attendance monitoring, intervention, reporting, and appeals will be made fairly, consistently, and in accordance with applicable legislation and regulatory requirements.

Monitoring Course Progress and Attendance

Marriott Academy adopts a proactive approach to monitoring course progress and attendance and is committed to identifying and supporting students who may be at risk of not successfully completing their studies within the duration specified on their Confirmation of Enrolment (CoE).

Course progress and attendance will be monitored on a weekly basis throughout each study period using information recorded within the Student Management System.

In assessing whether a student is making satisfactory course progress and attendance, the organisation may consider a range of indicators, including:

- the student's successful completion of assessment tasks and units of competency, in accordance with the requirements of the relevant VET qualification or ELICOS curriculum;
- the student's attendance record, including whether the student is maintaining attendance of at least 80% of scheduled classes and whether the student has been absent for more than five (5) consecutive scheduled class days without approved leave;
- the student's participation and engagement in classroom learning activities;
- the student's completion of required self-study activities and learning tasks, where applicable.

Information gathered through these monitoring activities will be used to determine whether a student may be at risk of unsatisfactory course progress or attendance and whether an intervention strategy is required.

VET Students

A student enrolled in a VET course may be identified as being at risk of unsatisfactory course progress and may be required to participate in an intervention strategy where the student:



- fails to achieve competency in at least 70% of the units undertaken in one study period (one study period may range from 8-10 weeks depending on the course duration);
- demonstrates poor attendance or irregular participation in scheduled classes;
- does not actively participate in learning activities;

ELICOS Students

A student enrolled in an ELICOS course may be identified as being at risk of unsatisfactory course progress or attendance and may be required to participate in an intervention strategy where the student:

- fails to participate in formative or summative assessment activities;
- does not achieve a satisfactory result in a summative assessment conducted at the midpoint of the study period;
- fails to maintain satisfactory attendance of at least 80% of scheduled classes.

All course progress and attendance monitoring activities will be supported by data maintained within the Student Management System and other relevant academic and administrative records.

Intervention and Student Support

Where a student is identified as being at risk of not meeting course progress or attendance requirements, Marriott Academy will implement an intervention strategy tailored to the student's individual circumstances.

Intervention strategies may include academic support, language and literacy assistance, study skills support, counselling referrals, amended training plans, increased monitoring, welfare support, or referral to external support services.

Students are expected to actively participate in agreed intervention strategies and cooperate with Marriott Academy in addressing any barriers to successful course completion.



Extension of Course Duration

Marriott Academy may approve an extension to a student's course duration where permitted under applicable legislation and where one or more of the following circumstances apply:

- compassionate or compelling circumstances beyond the student's control;
- implementation of an intervention strategy due to the student being at risk of unsatisfactory course progress or attendance;
- an approved deferment, suspension, or other circumstance permitted under the ESOS framework.

Any approved extension will be recorded in accordance with regulatory requirements and may result in changes to the student's CoE. Students are responsible for seeking independent immigration advice where an extension may affect their student visa conditions.

Reporting Unsatisfactory Course Progress or Attendance

Where a student fails to achieve satisfactory course progress or attendance despite intervention and support measures, Marriott Academy may initiate the reporting process in accordance with legislative requirements.

Before any report is made through PRISMS, the student will be provided with written notification outlining the reasons for the proposed report and their right to access the Student Complaints and Appeals Policy and Procedure.

Marriott Academy will only report a student through PRISMS after all applicable appeal rights have been exhausted, the student has chosen not to access the appeals process, or the appeal outcome supports the Marriott Academy's decision.

Recordkeeping

Marriott Academy will maintain accurate records of course progress monitoring, attendance monitoring, intervention strategies, communications, warning letters, notices, appeals, and reporting actions in accordance with its record management requirements.

Procedures

1. Monitoring Course Progress and Attendance

1.1 The Student Support Officer will review course progress data from aXcelerate on a weekly basis to identify students who may be at risk of not achieving satisfactory course progress in accordance with this policy.

1.2 Trainers and assessors will record student attendance for each scheduled class using the approved attendance recording system. Attendance records will be reviewed regularly.

1.3 The Student Support Officer will review attendance data to identify students who have been absent for more than five (5) consecutive scheduled class days without approved leave or who may be at risk of failing to meet attendance requirements where applicable.

1.4 Where a student has been absent for more than five (5) consecutive scheduled class days without approval, or where attendance concerns are identified, the student will be contacted by email, telephone, SMS, or other appropriate communication methods to determine the reason for the absence and provide support as required.

2. First Warning and Initial Intervention

2.1 Where a student is identified as being at risk of unsatisfactory course progress or attendance, the Student Support Officer will issue a First Warning Letter and invite the student to attend a meeting with the RTO Manager.

2.2 The RTO Manager will meet with the student to discuss the identified concerns, determine any factors affecting the student's progress, and identify appropriate support strategies.

2.3 An Intervention Form will be completed during the meeting to document the agreed support measures, responsibilities, and review dates.

2.4 Intervention strategies may include additional academic support, counselling, language assistance, study skills support, amended study plans, referral to support services, or other measures appropriate to the student's circumstances.

2.5 The Academic Manager will monitor the student's progress throughout the intervention period and maintain records of all communications, actions taken, and outcomes achieved.

2.6 Where necessary, the intervention strategy will be reviewed and adjusted in consultation with the student.



2.7 Once the student has demonstrated satisfactory progress, the intervention strategy will be concluded, and the Intervention Form will be finalised and retained on the student's file.

3. Second Warning and Further Intervention

3.1 Where the student continues to demonstrate unsatisfactory course progress or attendance despite the initial intervention strategy or the student has failed to attend the Intervention Meeting as provided in the first warning letter, the Student Support Officer will issue a Second Warning Letter and invite the student to attend a meeting.

3.2 The RTO Manager will meet with the student to review the effectiveness of the previous intervention strategies and identify any ongoing barriers affecting the student's progress.

3.3 The reasons for the student's continued unsatisfactory progress or attendance will be documented in the Intervention Form.

3.4 Additional or revised intervention measures will be agreed upon, documented, and implemented as appropriate.

3.5 The RTO Manager will continue to monitor the student's progress and maintain records of all communications and actions undertaken.

3.6 Where the student subsequently achieves satisfactory progress, the intervention process will be finalised and the relevant records retained on the student's file.

4. Notice of Intention to Report

4.1 Where a student continues to demonstrate unsatisfactory course progress or attendance despite intervention strategies and support measures or has failed to attend any intervention meeting scheduled despite the previous 2 warning letters, the Student Support Officer will issue a Notice of Intention to Report.

4.2 The Notice of Intention to Report will outline the reasons for the proposed report and advise the student of their right to access the Marriott Academy's Student Complaints and Appeals Policy and Procedure within twenty (20) working days.

4.3 Marriott Academy will not report the student through PRISMS until all internal and external appeals processes have been completed, or the student has chosen not to access those processes within the required timeframe.

4.4 Where the student does not lodge an appeal, withdraws an appeal, or the appeal outcome supports Marriott Academy's decision, the RTO Manager will report the student through PRISMS in accordance with legislative requirements.

4.5 Following the completion of the reporting process, Marriott Academy will undertake any necessary administrative actions and ensure all records relating to the matter are retained on the student's file in accordance with recordkeeping requirements.

Responsibilities

The RTO Manager is responsible for:

- overseeing course progress and attendance monitoring
- coordinating intervention strategies
- reviewing student progress
- considering appeals,
- ensuring compliance with reporting requirements.

The Student Support Officer, supported by the Administration staff, is responsible for

- maintaining records
- issuing warning letters and notices
- coordinating student communications
- supporting intervention activities.

Trainers and Assessors and/or ELICOS Teachers are responsible for

- monitoring student engagement and performance
- maintaining accurate attendance and assessment records, identifying students at risk, and notifying the RTO Manager of any concerns relating to student progress or participation.