

Completion, Progress and Attendance Policy

1. Purpose

This policy establishes how STC monitors and supports student participation, attendance, course progress and completion; identifies students at risk; implements timely intervention; manages course duration; and, for overseas students, meets reporting and appeal requirements under the ESOS framework.

2. Scope

This policy applies to all students enrolled in nationally recognised training delivered by STC, including domestic fee-for-service students, apprentices and trainees, government-funded students, and overseas students enrolled in CRICOS-registered VET courses. Where a funding contract, training contract, award, licensing requirement or regulator-imposed condition sets a higher or additional requirement, that requirement also applies.

3. Regulatory framework

- National Vocational Education and Training Regulator Act 2011 and the 2025 Standards for RTOs, including the Outcome Standards for NVR Registered Training Organisations 2025.
- Education Services for Overseas Students Act 2000 (ESOS Act), including section 19 reporting obligations.
- National Code of Practice for Providers of Education and Training to Overseas Students 2018, particularly Standards 6, 8, 9 and 10.
- Migration legislation and student visa conditions, as applicable.
- The relevant training package or accredited course, Australian Qualifications Framework requirements, STC training and assessment strategies, and applicable government funding or apprenticeship requirements.
- Privacy Act 1988 and STC privacy, records management, complaints and appeals, assessment, reasonable adjustment, and deferral/suspension/cancellation policies.

This policy does not replace legal or migration advice. Overseas students are directed to the Department of Home Affairs or a registered migration agent for advice about visa impacts.

4. Principles

- Requirements and consequences are communicated clearly before enrolment, at orientation and throughout the course.
- Monitoring is regular, evidence-based and sufficiently early to allow effective support and intervention.
- Attendance and participation are important indicators of engagement and progress, but assessment decisions remain based on valid evidence against training product requirements.
- Support is individualised, culturally safe and accessible, and reasonable adjustments are considered without compromising competency standards or workplace safety.
- Students receive procedural fairness, written reasons and access to complaints and appeals before adverse ESOS reporting is finalised.
- Records are accurate, timely, secure and auditable.

5. Definitions

Term	Meaning
At risk	A student showing one or more indicators that, without intervention, they may not meet course progress, participation, attendance or expected completion requirements.
Compassionate or compelling circumstances	Circumstances generally beyond the student's control that have an impact on course progress or wellbeing, supported by appropriate evidence. Examples may include serious illness or injury, bereavement, traumatic experience, major disruption, or other circumstances assessed on their merits.

Term	Meaning
Compulsory study period	A study period specified in the course timetable, training plan or student agreement, normally a term or other period defined by STC and not exceeding six months for monitoring purposes.
Course progress	A student's advancement toward the learning and assessment outcomes and completion milestones specified in the training plan, course schedule and relevant training product.
Intervention strategy	A documented, individual plan of actions and supports intended to help a student regain satisfactory progress or attendance and complete within the expected duration.
Satisfactory course progress	Meeting the assessment, participation and completion milestones in section 8 and remaining able to complete within the scheduled course duration.
Scheduled contact hours	Timetabled hours at which a student is required to participate in training or assessment, including approved synchronous delivery where applicable.
Overseas student	A student studying in Australia on a student visa and enrolled in a CRICOS-registered course.
SMS/LMS	STC's student management system and learning management system.

6. Responsibilities

Role	Responsibilities
General Manager/ Executive Officer	Approve the policy; ensure appropriate resources, oversight and regulatory reporting capability.
RTO Manager / Compliance Manager	Own implementation; review monitoring reports; approve intervention, course-duration and intention-to-report decisions; ensure PRISMS actions and compliance review.
Training Coordinator / Student Administration	Maintain schedules, training plans, attendance and progress data; run monitoring reports; issue notices; coordinate meetings; retain records.
Trainers and assessors	Record attendance and participation promptly; assess and return feedback within published timeframes; identify risk indicators; contact students; implement and document agreed support.
Student Support Officer	Coordinate learning and wellbeing referrals, reasonable adjustments and follow-up; act as a contact point for overseas students.
Students	Attend and actively participate; submit authentic assessment by due dates; monitor their progress; respond to STC communications; provide evidence of absences; keep contact details current; engage with agreed intervention.
Employers / workplace	Where applicable, support release and workplace training,

Role	Responsibilities
supervisors	verify workplace evidence and notify STC of material participation issues, subject to privacy and consent requirements.

7. Information provided to students

Before enrolment and again at orientation, STC informs students in plain English about course duration, delivery and assessment arrangements, scheduled attendance or participation requirements, study-period milestones, satisfactory progress requirements, support services, consequences of non-engagement, complaints and appeals, and—where relevant—student visa implications. The current training plan and course schedule are made available to each student. Material changes are communicated as soon as practicable.

8. Satisfactory progress and completion requirements

A student is making satisfactory course progress when, taking account of approved credit transfer, RPL, reasonable adjustment and approved variations, the student:

- participates in scheduled training, workplace learning and assessment activities required by the training plan;
- submits assessment by due dates or by approved revised dates;
- achieves satisfactory results at a rate consistent with the course schedule and, where reassessment is required, completes agreed rectification actions;
- meets unit, practical, workplace, licensing and safety milestones;
- engages with trainers and support services when requested; and
- remains capable of completing all course requirements within the scheduled duration or, for an overseas student, within the duration stated on the CoE.

STC's standard progress measure for overseas VET students

Unless a course-specific schedule approved in the training and assessment strategy sets a more appropriate measure, satisfactory progress means successfully completing at least 50% of the units or equivalent assessment milestones scheduled and assessed in each compulsory study period. A student who does not achieve this in one study period is at risk and must enter or continue intervention. Unsatisfactory course progress, for ESOS reporting purposes, occurs when the student fails to achieve at least 50% of the units or equivalent milestones assessed in two consecutive compulsory study periods, after STC has implemented or attempted a reasonable intervention strategy. Units not yet assessed are not counted as failures merely because their outcome is pending; however, overdue or non-submitted work is an at-risk indicator.

Completion

A course is completed when all required units and any mandatory workplace, practical or licensing-related requirements have been successfully completed. STC issues AQF certification documentation in accordance with its certification policy and the 2025 Standards once the student has met all training product requirements, supplied a verified USI unless exempt, and satisfied any lawful conditions for issue. Completion results and changes affecting an overseas student's CoE are recorded and reported through required systems.

9. Monitoring process

STC monitors progress and engagement continuously and conducts a documented formal review at least every four weeks and at the end of each compulsory study period. Monitoring draws on:

- attendance and punctuality records; LMS activity and participation in scheduled tuition;
- assessment submissions, results, resubmissions, feedback and academic integrity concerns;
- units completed compared with the training plan and scheduled milestones;
- practical, workplace and employer/supervisor evidence where applicable;
- trainer observations, student contact and disclosed wellbeing or accessibility needs; and
- the projected ability to complete within the expected duration.

Student Administration produces an exception report. The Training Coordinator and relevant trainer validate the data, correct errors, record the review outcome in the SMS, and refer students requiring support. Third-party delivery data, if any, is subject to the same review and oversight.

10. At-risk indicators and early contact

A student may be classified at risk when any of the following occurs:

- failure, non-submission or repeated reassessment in 50% or more of the units or milestones reviewed;
- two or more overdue assessment tasks, or a key practical/workplace milestone is missed;
- attendance or active participation falls below 90%, shows a persistent downward pattern, or places required learning at risk;
- absence for five consecutive scheduled training days without approval or satisfactory contact;
- repeated lateness, leaving early, prolonged LMS inactivity, or non-response to reasonable contact attempts;
- trainer, employer or student information indicates language, literacy, numeracy, digital, disability, wellbeing, financial or personal barriers;
- the projected completion date is later than the training plan or CoE end date; or
- any other evidence indicates the student may not achieve the required outcomes.

STC will normally contact the student within five working days of confirming an at-risk indicator. Urgent safety or welfare concerns are escalated immediately under the relevant wellbeing or critical incident process.

11. Intervention strategy

1. STC gives the student written notice of the concern, supporting information and a meeting invitation.
2. A suitably authorised staff member meets with the student, gives them an opportunity to respond, considers relevant evidence and identifies barriers and support needs.
3. STC and the student develop a written intervention plan with actions, responsibilities, review dates and measurable milestones. A student's refusal or failure to attend does not prevent STC from implementing and documenting reasonable intervention.
4. The trainer and Student Support Officer implement the plan and review it at the stated intervals, normally within four weeks and at the end of the study period.
5. The outcome is recorded. The intervention is closed when satisfactory progress is restored, varied where further support is reasonable, or escalated where the student has failed to meet the applicable requirement.

Interventions may include additional tutorials; assessment planning and supervised catch-up; resubmission or reassessment in accordance with assessment policy; LLN, English or digital support; mentoring; counselling or external wellbeing referral; reasonable adjustment; revised timetable or workload; employer liaison; change of delivery mode where permitted; leave, deferral or suspension assessment; or an approved extension of course duration. Intervention does not guarantee a competent result and must not compromise assessment integrity, safety, licensing outcomes or training package requirements.

12. Attendance and participation

All students

STC records attendance for scheduled classes, workshops, assessments and other required activities using the approved electronic or signed system. Trainers record presence, late arrival, early departure and approved delivery variations on the day of delivery. Students must notify STC as soon as practicable of an absence and provide supporting evidence when requested. Evidence explains an absence but does not, by itself, replace missed learning or assessment. STC identifies required catch-up activities and assesses whether the student remains able to achieve the learning outcomes and completion schedule.

Overseas VET students

STC uses attendance and participation as early-warning and student-support indicators for all overseas students. Under National Code Standard 8, course progress is the primary visa-compliance measure for VET students unless ASQA or another ESOS agency imposes a condition requiring STC to monitor minimum attendance. STC will not report a VET student for unsatisfactory attendance unless that condition applies.

If a minimum-attendance condition applies, STC will:

- require attendance of at least 80% of scheduled contact hours;
- calculate attendance as attended scheduled contact hours divided by total scheduled contact hours to date, multiplied by 100; approved absences remain absences for the calculation unless the applicable requirement expressly permits otherwise;
- activate intervention before attendance falls below 80%, and when a student is absent for more than five consecutive scheduled days without approval;
- give an intention-to-report notice when the student has failed the attendance requirement; and

- apply the National Code discretion not to report only where attendance is at least 70% and the VET student is maintaining satisfactory course progress, with the decision and evidence recorded.

13. Overseas student course duration and modes of delivery

STC monitors each overseas student's projected completion date against the CoE. The CoE duration must not exceed the CRICOS-registered duration. STC may extend an overseas student's enrolment only where there is documented evidence of compassionate or compelling circumstances; STC has implemented or is implementing an intervention strategy because the student is at risk of unsatisfactory progress; or an approved deferral or suspension has occurred under National Code Standard 9. The decision, evidence, revised training plan, CoE and PRISMS action are recorded. The student is advised to seek advice from Home Affairs about visa impacts.

STC does not deliver a CRICOS course exclusively online or by distance learning. No more than one-third of the units (or equivalent) of a VET course may be delivered by online or distance learning to an overseas student, and the student studies at least one non-online/non-distance unit in each compulsory study period unless completing the final unit. Supplemental online resources used within scheduled classes do not of themselves constitute online learning for this purpose.

14. Unsatisfactory progress: intention to report and appeals

6. When STC assesses an overseas student as not meeting course progress, or applicable attendance, requirements, it issues a written Notice of Intention to Report as soon as practicable. The notice states the decision, reasons, evidence, intended PRISMS report and the student's right to use STC's complaints and appeals process within 20 working days.
7. STC continues appropriate support and maintains the enrolment while the reporting decision is pending, subject to National Code requirements and any immediate health or safety action permitted by law.
8. If an internal appeal is unsuccessful, STC advises the student within 10 working days of concluding the internal review of their right to an external appeal at minimal or no cost and provides the relevant contact details.
9. STC reports through PRISMS only when the internal and external processes are completed and support STC; the student does not lodge an internal appeal within 20 working days; the student elects not to access an external appeal; or the student withdraws an appeal in writing.
10. If an appeal supports the student, STC immediately implements the decision or recommendation, records corrective action and revises the intervention or enrolment records as required.

A domestic student's continuing non-participation or unsatisfactory progress is managed under their enrolment agreement, training plan, applicable funding or apprenticeship arrangements, and STC's withdrawal/cancellation and complaints policies. No qualification or statement of attainment is issued unless the relevant requirements have been met.

15. Records and privacy

STC retains sufficient evidence to demonstrate implementation, including pre-enrolment information, training plans, timetables, attendance source records, LMS logs, assessment records, progress reviews, contacts, meeting notes, support referrals, intervention plans and reviews, medical or other evidence, course-duration decisions, notices, appeal records, PRISMS evidence and communications. Records are made promptly, access is limited to authorised personnel and information is handled under STC's privacy and records policies and applicable retention requirements. Corrections are traceable; source records must not be altered without an audit trail.

16. Quality assurance and review

The RTO Manager reviews implementation at least annually and after any reportable breach, systemic failure, material regulatory change or substantiated complaint. Review inputs include progression and completion trends, attendance and engagement, intervention timeliness and outcomes, cohort disparities, student feedback, appeals, trainer compliance, third-party data and PRISMS accuracy. Findings inform the continuous improvement register, staff training, validation of monitoring rules and updates to student information and training and assessment strategies.

17. Related STC documents

- Student Handbook and course information

- Training and Assessment Strategies and training plans
- Student Support and Wellbeing Policy
- Reasonable Adjustment Policy
- Assessment and Academic Integrity Policy
- Complaints and Appeals Policy
- Deferral, Suspension and Cancellation Policy
- Issuance of AQF Certification Documentation Policy
- Privacy and Records Management Policy
- Critical Incident Policy

Appendix A – Monitoring and escalation schedule

Stage	Trigger	Required action	Owner / timeframe
Routine monitoring	All active students	Review attendance, assessment, milestones and projected completion; correct data exceptions.	Trainer / Administration; ongoing and formal review at least every 4 weeks.
Early concern	Emerging non-attendance, overdue work, weak result or disengagement	Contact student; clarify issue; provide immediate support; record action.	Trainer; normally within 5 working days.
At risk	Any section 10 indicator or inability to complete on schedule	Written notification, meeting and documented intervention plan.	Training Coordinator / Support; promptly after validation.
Review	Intervention milestone or end of study period	Assess progress; close, continue, vary or escalate intervention.	Trainer and RTO Manager; at plan review date.
Unsatisfactory – overseas	Less than 50% successful completion in two consecutive study periods, or failure of applicable attendance requirement	Issue Notice of Intention to Report; provide 20 working days for internal appeal.	RTO Manager / Compliance; as soon as practicable.
PRISMS report	Appeal/reporting gateway in section 14 is satisfied	Authorised PRISMS reporting; retain evidence and notify relevant staff.	Authorised PRISMS officer; promptly and accurately.

Appendix B – Compliance alignment

Requirement	Policy response
2025 Standards for RTOs – clear information and suitability	Sections 7–8 explain requirements and progression; course information and pre-enrolment processes address suitability and support needs.

Requirement	Policy response
2025 Standards – training support and reasonable adjustment	Sections 9–11 provide systematic monitoring, timely support, access to staff and reasonable adjustment while protecting training product integrity.
2025 Standards – quality training, assessment and credential integrity	Sections 8–9 link progression and completion to the training product, TAS, assessment evidence and certification controls.
National Code 2018, Standard 6	Sections 7, 10–11 address information, contact, learning and wellbeing support.
National Code 2018, Standards 8.1–8.5 and 8.9	Sections 7–11 define, record, monitor and intervene for VET course progress.
National Code 2018, Standards 8.10–8.15	Sections 12 and 14 distinguish conditional VET attendance monitoring and implement notice, appeal and reporting safeguards.
National Code 2018, Standards 8.16–8.22	Section 13 controls course-duration extensions and online/distance delivery.
National Code 2018, Standards 9–10	Sections 13–14 cross-reference enrolment changes and establish procedural fairness and appeals.

Document control	Details
Policy owner	RTO Manager
Approved by	General Manager
Version	4.0
Effective date	12 August 2026
Next review	12 August 2027, or earlier following regulatory or operational change
Applies to	All STC VET students; additional requirements apply to overseas students on student visas
Supersedes	Version 3.1