

JTI Policy – Course Progress and Intervention (Domestic Students)

1. Purpose

Job Training Institute (JTI) is committed to supporting all domestic students to achieve satisfactory course progress and complete their training successfully.

This policy ensures that student progress is monitored, recorded, and supported in line with:

- ASQA Standards for RTOs 2025 –
Outcome Standards 1 (Learner needs identified and supported), Outcome Standard 2 (Training and assessment consistency), Outcome Standard 3 (Compliance requirements)
- Skills First VET Funding Contract 2024- 25 and 2025 Guidelines –
Learner Wellbeing and Support, Delivery and Monitoring requirements
- National Vocational Education and Training Regulator Act 2011
- Equal Opportunity Act 2010 (Vic) and Privacy and Data Protection Act 2014 (Vic).

2. Scope

This policy applies to all domestic students enrolled in nationally recognised training with JTI (whether Skills First funded or fee- for- service) and to all trainers, assessors, training coordinators, student support officers and QA/compliance staff responsible for monitoring and managing student progress.

3. Policy Statements

- Course progress is measured through assessment results, class attendance and work placement completion (where applicable).
- Trainers must record assessment outcomes and attendance in the Learning Management System (LMS).
- A student is considered at risk if they miss two assessments, are absent > 20 % over four weeks, receive two NYS results in a row, or disclose barriers to progress.
- Trainers and coordinators must contact the student within five (5) working days of identifying the risk and provide an appropriate action plan via email or SMS.
- The information includes action plans, mode of supports, and timeframes (e.g. LLN help, catch- up classes, assessment extensions, class transfers, referrals).
- All information is handled confidentially per privacy laws and monitored until completion or withdrawal.
- All interventions consider individual circumstances and reasonable adjustments to ensure equity and access.

4. Procedures

4.1 Progress Monitoring

Stage	Activity	Responsible	Timeframe
Monthly	Run progress reports; identify 'at - risk' students	Training Coordinator / QA Officer	Monthly
Ongoing	Record assessment and attendance/participation in SMS/Updating Student progress Register	Trainer / Assessor/ QA Team /Student Support Officer	Fortnightly
Quarterly	Data reconciliation and quality checks	QA Team	Quarterly

4.2 Identifying Students at Risk

Trainers flag low attendance or missing assessments to Student Support Officers/QA Team by raising concerns via internal email.

Trainers identify and report concerns related to low attendance or missed assessments on a monthly basis to the Student Support Officers and or QA Team via internal emails or student progress register. The Training Coordinator and Student Support Officer review the documented information and determine whether a follow-up has to be generated to notify the student of the identified issue and any necessary academic support or requirements.

4.3 Intervention Process

1. Notify the student of concern via email or phone within 5 days.
2. Schedule an academic progress meeting (via call/online).
3. Discuss academic issues and necessary supports available.
4. Document the discussion with agreed actions and review date in the Student progress Register
5. Staff are required to record and upload all related communications, correspondence, and forms in VETtrak. Progress notes must be updated promptly to maintain accurate records accessible to trainers, Student Support Officers, and the QA Team for monitoring and follow-up.
6. Follow up at the next review and update the plan as needed.

4.4 Support Services within Intervention

- Academic support – group tutoring (both face-to-face/online), extra support classes, resubmissions.
- LLN / Digital support – LLN Supplements if required or LLN trainer referral/ Referral to IT Department.
- Personal/Counselling/Emotional/Wellbeing support – The Student Support Officer (SSO) may refer the student to relevant external local agencies for additional assistance.
- Reasonable adjustments – modified assessment methods or deadlines.

4.5 Communication and Recordkeeping

All intervention emails, meeting notes and plans are uploaded to VETtrak. Records are retained for three (3) years post- completion and verified quarterly by the QA Team Leader.

5. Responsibilities

Role	Key Responsibilities
Trainer / Assessor	Monitor progress, identify students at risk and initiate support.
Training Coordinator/Student Support Officer (SSO)/QA Team	Approve and monitor academic progress review and follow- up.
Student Support Officer (SSO)	Provide wellbeing and external referral support.
QA Team Leader / Compliance Officer	Oversee monitoring, verify records and report trends.
CEO / General Manager	Ensure adequate staffing and resources for intervention processes.

6. End- to- End Evidence and Recordkeeping

Evidence includes PTR and LLN results, at- risk notifications, attendance and assessment records, academic progress notes and reviews.

All documents are securely stored in the SMS and retained for three years after completion per Skills First Recordkeeping Fact Sheet 2025.

7. Monitoring and Continuous Improvement

The QA Team Leader conducts quarterly audits of academic progress records. Course progress outcomes are analysed and reviewed, with all improvement actions documented in the Continuous Improvement Register.

Policy review occurs annually or when ASQA or Skills First requirements change.

8. References and Related Documents

- ASQA Standards for RTOs 2025 (Outcome Standards 1–3, Clauses 1.7, 1.8, 5.1, 6.1)
- Skills First VET Funding Contract 2024- 25 and 2025 Guidelines (Learner Support, Delivery and Recordkeeping)
- Skills First Fact Sheets 2025 (Evidence of Participation, Recordkeeping, Support and Equity)
- National Vocational Education and Training Regulator Act 2011
- Privacy and Data Protection Act 2014 (Vic)
- JTI Student Support Services Policy (Domestic)
- JTI Withdrawal and Refund Policy

Appendix A – Audit Readiness Checklist

Evidence Required	Location	Frequency
At- Risk report / Trainer notification	SMS / Email/Student Progress Register	Ongoing
Academic Progress Meeting Notes/Plans	SMS / Student Progress Register	Each intervention
Progress review updates	SMS / Student Progress Register	Monthly
SSO referral evidence	SMS / Email	As required
QA audit summary report	SMS /Continuous Improvement Register	Quarterly