COURSE PROGRESSION POLICY

Policy Name	Course Progression Policy		
Policy No	IDO007		
Version Number	V3	Effective Date	01/06/2025
Authorised by	Nicole Watts		
Associated Policies	- Withdrawal Policy IDO004 - Deferment Policy IDO006 - Assessment Submission Policy IDO009 - Extension Policy IDO010 - Assessment Resubmission Policy IDO011 - Assessment Appeal Policy IDO0012		
Associated Procedures	- Progress Check Procedure - Timeframe for enrolling into subsequent units		
Associated Documentation	- Student Handbook - eCampus Course Introduction - Website Student Support Page		

Interior Design Online proactively monitors student progression in order to provide timely intervention and proactive support to help students achieve their academic goals and course outcomes, and to ensure that students do not incur unnecessary debt. Course progression is monitored throughout each unit of study in a career course (Certificate IV and Diploma level) and throughout each accredited short course.

Students are required to make satisfactory course progression to maintain enrolment in their course. Satisfactory course progression is achieved by a student receiving a "Competent" grade in all assessments in a unit/short course prior to their enrolment expiry date and enrolling into a subsequent unit within 3 months of completing their previous unit. Students who are identified as making unsatisfactory course progression will be offered options to move forward including submitting assessments, applying for an extension, deferral, or withdrawal, and/or requesting additional Educator support. Students are advised that failure to make satisfactory course progress will result in their enrolment being cancelled.

IDO monitors course progression through the following three areas of enrolment:

- Progress checks
- Students due to enrol into their next unit of study
- Assessment resubmissions outstanding or deemed "Not Yet Competent"

Progress Checks

Unit and course timeframes are available on the IDO website prior to enrolment, written in a student's Enrolment Confirmation Letter emailed upon enrolment, and written in an email confirming enrolment in a unit of study or when an extension has been granted. While the timely submission of assessments is the responsibility of the student, IDO Educators proactively monitor student progression via phone and/or email to assist students in meeting their unit/course timeframes.

Progress checks are conducted according to the following schedule:

- 2-month progress check phone calls are made to students in units IDO01, IDO02 and IDOSTY01. Students outside of Australia or who cannot be reached by phone will be contacted by email.

- 5-month and 6-month progress check emails are sent to students in units IDO01 – IDO011 and IDOSTY01.

- 2-month progress check emails are sent to students in unit IDOSTY02.

- 3-month and 4-month progress check emails are sent to students in units IDOSTY03 – IDOSTY06.

- Final-month progress check emails are sent to students in accredited short courses.

- Expired course email notifications are sent to students in accredited short courses.

- 4-month progress check phone calls and 8-month, 11-month and 12-month progress check emails are sent to students in the 12-month AutoCAD, SketchUp and Revit short course.

Progress check phone calls will be conducted for students who have not shown progress in their unit or short course.

Students who do not complete their unit of study or short course or fail to apply for an extension or deferral (where eligible) within 5 business days of receiving their final progress check will have their enrolment cancelled.

Enrolling into the next unit
Students who are enrolled into career courses are entitled to a 3-month gap between units of study. Students do not need to apply for an extension or deferral to receive this break in between units. Students are advised of this timeframe in an email confirming the completion of their previous unit of study.

The IDO team will send a reminder email to students within one week of when the student is due to enrol into their next unit. Should the student not enrol into their next unit within the timeframe outlined in that email, their enrolment will be cancelled.

Assessment Resubmissions
Should a student be deemed "Not Yet Competent" in their first submission of an assessment, they will be given the opportunity to resubmit the assessment one additional time. The resubmission is due within two weeks of the student's feedback being released on the eCampus. Students will receive one follow up email if their resubmission due date has passed without their assessment being resubmitted.

If a student has extenuating circumstances, they may discuss their situation with the IDO Education Manager to potentially negotiate the due date of their resubmission. If an assessment resubmission is not submitted by the due date, the student may risk their enrolment in the unit/course expiring without the unit/course being completed and subsequent cancellation of their enrolment.

Should a student's resubmission also be deemed "Not Yet Competent" (graded "Not Yet Competent" twice for the one assessment), the student will have failed to meet course progression requirements and will have one final opportunity to continue. One further resubmission will be permitted; however, the student will incur a fee of $88 for an Educator to assess the second resubmission. The resubmission is due within two weeks of the student's feedback being released on the eCampus. The student is encouraged to discuss their previous feedback and assessment requirements with an Educator prior to submitting Version 3 of their assessment. If the

student fails to be deemed "Competent" in the second resubmission, their enrolment will be cancelled, or the student can elect to repeat the unit/short course. Re-enrolling into the unit/short course will be offered with a 50% discount on the unit/short course fee at the time.

As per the above scenarios, the enrolment of students who are considered to be making unsatisfactory course progression will be cancelled unless the student is able to show cause within provided timelines prior to enrolment cancellation.

Students who wish to show cause can do so in writing to the IDO General Manager and should include as much relevant information as possible to help Interior Design Online assess their case and reach a decision. This may include:

- any compassionate or compelling reasons for the student's previous performance, supported by documentary evidence

- any remedial action undertaken since the student was notified of unsatisfactory course progression, and

- how the student intends to improve their academic performance if permitted to continue their studies.

Should a student's enrolment be cancelled and they later wish to re-enrol into a previously unfinished unit of study or short course, this will be offered with a 50% discount on the unit/short course fee applicable at that time. Any subsequent new enrolment will incur current course fees applicable at that time. Students will be enrolled into the latest version of the course/unit of study on the eCampus. If there has been an update to the course content or competencies under the training package since the time of the student's original enrolment, the student may be required to complete additional assessments in order to meet the latest course requirements.

Version Control Summary			
Version	**Date**	**Author**	**Details**
V2	01/01/2023	Nicole Watts	Timeframes updated
V3	01/06/2025	Nicole Watts	2nd resub options updated