P 2.9 Student Engagement and Progression Policy & Procedure

2. VET Student Support	
Outcome: VET students are treated fairly and are properly informed, supported, and protected	
Student Engagement and Progression	
2.3 VET Students have access to support services, trainers and assessors and other staff to support their progress throughout the training product.	
Who is responsible?	The Managing Director is responsible for overseeing this process. Trainers and Assessors Staff & Contractors All current and former students (both Non-VSL & VSL) Any other stakeholders.
When	▪ Pre-Enrolment ▪ Enrolment ▪ Throughout the training program ▪ Professional Development Training ▪ I_3 Quality Assurance Schedule
Definitions:	**Genuine Student**: A student reasonably engaged in their course, as defined in s.5 of the VSL Rules. **Progression Form**: A government-issued online form students must complete at scheduled intervals confirming their course activity. **Progression Point**: Trigger dates set quarterly where students are required to complete the eCAF progression form. **eCAF**: Electronic Commonwealth Assistance Form – used for loan application and progression tracking.

P 2.9 Student Engagement and Progression Policy & Procedure

Policy	Melbourne Institute of Massage and Myotherapy (MIMT) is dedicated to ensuring that all Students (Non-VSL & VSL) are actively engaged and progress through their training program. This policy ensures that students accessing a VET Student Loan (VSL) demonstrate ongoing engagement with their course, meet genuine student requirements, and complete mandatory progression tasks as required under the VET Student Loans Rules 2016 and the 2025 VSL Manual for Providers (V6.0).
Procedure	MIMT will: ▪ Monitor VSL student engagement and academic progression throughout the course. ▪ Ensure students complete mandatory **progression forms** via the **eCAF system** at scheduled intervals. ▪ Assess whether students meet the **genuine student criteria** and take action if non-compliance is identified. ▪ Retain all progression records and engagement evidence for at least 7 years. **A. Progression Monitoring** **1. Identify VSL Students** ▪ Upon enrolment, VSL students are flagged in the SMS and tracked for progression requirements. **2. Set Progression Points** ▪ Scheduled every 4 months via TCSI (automatically triggered or manually submitted). ▪ Students receive an email and SMS alert to complete the progression form via eCAF. **3. Student Completes eCAF Progression** ▪ Student confirms course activity and answers a short questionnaire. ▪ Progression form must be submitted within 14 days of notification. **4. Compliance Follow-Up** ▪ Non-respondents receive a reminder at 7 and 13 days. ▪ Failure to complete may lead to withdrawal of VSL access (after 2 consecutive missed progressions).

	B. Determining Genuine Students The provider must assess student genuineness based on: ▪ Course participation ▪ Communication and engagement with trainers ▪ Progression form completion ▪ Academic performance and attendance ▪ Payment or financial engagement with fees (where applicable) ▪ If a student is found not to be genuine, the provider must report this and withhold further loan payments under [Rules s.52]. **Student Support for Progression** ▪ Students who experience difficulty completing the form (language, technology, personal issues) are offered support by email, phone, or in-person. ▪ Reasonable extensions may be granted if hardship is documented.
Monitoring and Review	▪ Completion rates of progression forms are monitored **quarterly**. ▪ Cases of "non-genuine" determinations are reviewed and documented. ▪ Policy is reviewed **annually** or after any regulatory change. ▪ Reviewed **annually** by the Compliance Officer. ▪ Subject to review following audits, data breaches, or system upgrades.
Legislative and Regulatory Context	VET Student Loans Rules 2016 (Part 7, s.113 (data and records obligations) VET Student Loans Act 2016 Privacy Act 1988 (Cth) and Australian Privacy Principles (APPs) 2025 Standards for RTOs Tertiary Collection of Student Information (TCSI) requirements Student Identifiers Act 2014