RTO Code: CRICOS Code:

National Code 2018

Standard 8 – Student Intervention Policy

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PURPOSE

The purpose of this policy is to ensure suitable, fair and transparent intervention processes are in place for overseas students at risk of not meeting their academic progress or attendance requirements as in accordance with The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 8

This policy and the related procedure support the Award Academy Australia by providing a documented process for assisting at risk students with a pathway to re-engage with their learning and be able to meet their study targets within the required course duration. (7.1)

1   SCOPE

All overseas students at Award Academy Australia will be provided the appropriate support from Award Academy Australia Student Support Officers to help them meet their course requirements. Under certain conditions intervention may be required, as detailed in this policy, to help overseas students meet their course requirements. This policy and the corresponding procedure are to be made readily available to all staff and students.

2   DEFINITIONS

Compassionate or compelling circumstances	Extenuating circumstances which are usually beyond the student's control and impact upon the student's progress or wellbeing.
	This including but not limited to serious injury or illness, bereavement, being a victim of crime or traumatic experience.
Exclusion	The student cannot enrol in a course at the same or higher level for the period of exclusion.
Exclusion Notice	A letter of notification issued to a student informing the student that they are excluded from their course
Intervention Strategy Plan	The individual plan to provide academic support and/or assistance to a student identified as being at risk of not achieving satisfactory course progress in the current or previous study period.
Overseas/ international student	A student of Award Academy Australia who holds an Australian Student Visa and is enrolled in a CRICOS registered course.
PRISMS	An acronym for Provider Registration and International Student Management System used to process information given to the Department by registered providers.
Satisfactory course progress	Demonstrated competency in more than fifty percent (50%) of the enrolled units of competency within a teaching period, is deemed to have satisfactory progress.

3   POLICY STATEMENT

The Intervention Strategy Plan is a written plan and agreement to be signed by both the student and an academic or student support staff member. This plan is developed in consultation between the student,

student support and the trainer/assessor(s). The Intervention Strategy Plan specifies terms such as which actions and approaches will be used to get the student back on track, as well as the timeframe and targets, so that the student may still complete their course within the period of their CoE.

Award Academy Australia is committed to supporting student success and achievement through monitoring student progression. Where required Award Academy Australia will implement Intervention Strategies for students not meeting the course requirements as soon as progression issues arise. This can be a result of a Critical Incident, failure to complete required assessments or through poor attendance. Every student Intervention Strategy is developed and reviewed separately for that individual student to ensure fairness, equity and access.

3.1 INTERVENTION STRATEGY PLANS (8.16.2, 8.9.4, 8.12.3)

3.1.1 Award Academy Australia will review the academic progress of each student via the Student Management System and record of attainment documents. This will allow Award Academy Australia to identify 'AT RISK' students and whether:
- The student has not achieved (or is at risk of not achieving) competency in more than 50% of the units within the study period, and/or
- The student has or is at risk of failing to meet the attendance requirements of their visa.
- The student has been identified as unable to complete, or at risk of not completing the course in the required duration. (8.12.3)

3.1.2 All students identified as 'AT RISK'
a) Will be sent a warning letter, outlining their current academic situation and a formal interview will be arranged.
b) At this interview Award Academy Australia will attempt to ascertain the reasons for the student not being assessed as Competent and/or not meeting their progress and attendance obligations.
c) An individualised intervention plan will then be formulated and implement remedial actions to assist the student.
d) If the student does not agree with the Intervention plan or process, they shall have 20 days to access the Complaints and Appeals process.

3.1.3 All students who are identified as at risk and receive a warning letter will be placed on an Intervention Follow up Register.
a) This register is to be maintained by the CEO for each study period.
b) The CEO is to sign each Intervention Follow up Register before they are filed ensuring all student have been action or referred to the CEO for further processing.

3.1.4 In the event Award Academy Australia varies a student's workload or expected duration of study on completion of the Intervention process, Award Academy Australia will:
a) Record this in the Student Management System as well as on the students file.
b) Provide a new course outline contained within the intervention strategy form.
c) If a new CoE is required client is referred to Admissions Manager.
d) Admissions Manager report this variation via PRISMS.

3.1.5 Award Academy Australia will also inform the student to contact Australian Department of Home Affairs to discuss any issues with their VISA requirements providing avenues for appeal have been allowed and as set out in Standard 8, (see Progress, Completion and Attendance Policy)

3.1.6 The intervention strategy must include provisions for:
a) where appropriate, advising students on the suitability of the course in which they are enrolled

    b)   assisting students by advising of opportunities for the students to be reassessed for tasks in units that they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency

    c)   advise student that unsatisfactory course progress in two consecutive study periods of their course could lead to the student being reported to Australian Department of Home Affairs and cancellation of their visa, dependent upon the outcome of any appeals process

3.1.7   Strategies for Intervention may include, but are not limited to:

- Extra Tuition
- Modifications in workload
- Support with applying effective study strategies
- Support with implementing time management skills
- Implementing a plan for student to submit assignments or complete assessments within a certain timeframe
- Regular scheduled meetings between student and academic/support staff for reviewing progress before the end of the next study period
- Reviewing enrolled units/course and changing the student's enrolment to another subject area if this is agreed between the student and Award Academy Australia
- Student attending make-up classes or workshops, these may be regular scheduled classes, classes scheduled for another group or classes/workshops provided during holiday breaks for the purpose of catching up
- Organising meetings with trainers
- Extension in course duration
- Mentoring programs
- Access to counselling services
- Referral to other support services and agencies or available study skills workshops, academic counselling, English language support
- Referral and introduction to student guilds, groups and support groups

Any combination of the above options as determined in the intervention interview as being suitable for the individual student's needs.

Some of these options may attract additional fees depending on the student's personal circumstances.

3.2 EXCLUSION

Where necessary a student may be excluded from proceeding units of competency or admission into further studies at the same or higher levels until the intervention actions are carried out and all requirements of the course (or pre-requisite units) have been met. In such instances the student will receive an Exclusion Notice with reasons for and duration of exclusion period as well as conditions for re-inclusion. Conditions are typically the successful completion of a course within the set duration and/or pre-requisition units or industry work placements as required. It should be noted that the student must still complete their course within the set duration of the CoE, even with exclusion and re-admission built into their intervention plans. If this is not possible, the student must re-enrol.

3.3 RE-ADMISSION

If a student has been excluded they may not enrol in a course at the same level or a higher level for the period of exclusion.

Any student applying for re-admission after the exclusion period must apply formally and their application will be considered in relation to the entry requirements and the overall demand for places in that course of study.

4 RESPONSIBILITIES

Role within RTO	Area of responsibility
CEO	Approval Authority
CEO	Development/Review
CEO	Monitoring and Evaluation
CEO	Compliance
CEO	Implementation

5 RELATED LEGISLATION AND REGULATIONS

- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 8
- Standards for Registered Training Organisations (RTOs) 2015
- Migration Act 1958 (Commonwealth)
- Education Services for Overseas Students Regulations 2001
- Education Services for Overseas Students Act 2000

6 RELATED POLICIES, PROCEDURES AND DOCUMENTS

- Progress Completion and Attendance Policy and Procedure
- Complaints and Appeals Policy and Procedure

STANDARD 8

Overseas student visa requirements

Monitoring overseas student progress, attendance and course duration

8.1   The registered provider must monitor overseas students' course progress and, where applicable, attendance for each course in which the overseas student is enrolled.

8.2   The expected duration of study specified in the overseas student's CoE must not exceed the CRICOS registered duration.

8.3   The registered provider must monitor the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE.

8.4   The registered provider must have and implement documented policies and processes to identify, notify and assist an overseas student at risk of not meeting course progress or attendance requirements where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of academic progress that the overseas student is at risk of not meeting those requirements.

8.5   The registered provider must clearly outline and inform the overseas student before they commence the course of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period.

Schools, ELICOS and Foundation Programs: course progress and attendance requirements

8.6   The registered provider of a school, ELICOS or Foundation Program course must have and implement a documented policy and process for monitoring and recording attendance of the overseas student, specifying:

    8.6.1   requirements for achieving satisfactory attendance for the course which at a minimum must be 80 per cent—or higher if specified under state or territory legislation or other regulatory requirements—of the scheduled contact hours

    8.6.2   the method for working out minimum attendance under this standard

    8.6.3   processes for recording course attendance

    8.6.4   details of the registered provider's intervention strategy to identify, notify and assist overseas students who have been absent for more than five consecutive days without approval, or who are at risk of not meeting attendance requirements before the overseas student's attendance drops below 80 per cent

    8.6.5   processes for determining the point at which the overseas student has failed to meet satisfactory course attendance.

8.7   The registered provider must have and implement a documented policy and process for monitoring and recording course progress for the overseas student, specifying:

    8.7.1   requirements for achieving satisfactory course progress for the course

    8.7.2   processes for recording and assessing course progress

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8.7.3   details of the registered provider's intervention strategy to identify, notify and assist students at risk of not meeting course progress requirements in sufficient time for those students to achieve satisfactory course progress

8.7.4   processes for determining the point at which the student has failed to meet satisfactory course progress.

Higher education: course progress requirements

8.8   The registered provider of a higher education course must have and implement a documented policy and process for monitoring and recording course progress for the overseas student, specifying:

8.8.1   requirements for achieving satisfactory course progress, including policies that promote and uphold the academic integrity of the registered course, and processes to address misconduct and allegations of misconduct

8.8.2   processes for recording and assessing course progress requirements

8.8.3   processes to identify overseas students at risk of unsatisfactory course progress

8.8.4   details of the registered provider's intervention strategy to assist overseas students at risk of not meeting course progress requirements in sufficient time for those overseas students to achieve satisfactory course progress

8.8.5   processes for determining the point at which the overseas student has failed to meet satisfactory course progress.

Vocational education and training (VET): course progress and attendance requirements

8.9   The registered provider of a VET course as defined in the NVETR Act must have and implement a documented policy and process for assessing course progress that includes:

8.9.1   requirements for achieving satisfactory course progress, including policies that promote and uphold the academic integrity of the registered course and meet the training package or accredited course requirements where applicable, and processes to address misconduct and allegations of misconduct

8.9.2   processes for recording and assessing course progress requirements

8.9.3   processes to identify overseas students at risk of unsatisfactory course progress

8.9.4   details of the registered provider's intervention strategy to assist overseas students at risk of not meeting course progress requirements in sufficient time for those overseas students to achieve satisfactory course progress

8.9.5   processes for determining the point at which the overseas student has failed to meet satisfactory course progress.

8.10   The registered provider must have and implement a documented policy and process for monitoring the attendance of overseas students if the requirement to implement and maintain minimum attendance requirements for overseas students is set as a condition of the provider's registration by an ESOS agency.

8.11   If an ESOS agency requires a VET provider to monitor overseas student attendance as a condition of registration, the minimum requirement for attendance is 80 per cent of the scheduled contact hours for the course.

8.12   If an ESOS agency requires a VET provider to monitor overseas student attendance, the registered provider must have and implement a documented policy and process for monitoring and recording attendance of the overseas student, specifying:

    8.12.1   the method for working out minimum attendance under this standard

    8.12.2   processes for recording course attendance

    8.12.3   details of the registered provider's intervention strategy to identify, notify and assist overseas students who have been absent for more than five consecutive days without approval, or who are at risk of not meeting attendance requirements before the overseas student's attendance drops below 80 per cent

    8.12.4   processes for determining the point at which the overseas student has failed to meet satisfactory course attendance.

Reporting unsatisfactory course progress or unsatisfactory course attendance

8.13   Where the registered provider has assessed the overseas student as not meeting course progress or attendance requirements, the registered provider must give the overseas student a written notice as soon as practicable which:

    8.13.1   notifies the overseas student that the registered provider intends to report the overseas student for unsatisfactory course progress or unsatisfactory course attendance

    8.13.2   informs the overseas student of the reasons for the intention to report

    8.13.3   advises the overseas student of their right to access the registered provider's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

8.14   The registered provider must only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:

    8.14.1   the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider, or

    8.14.2   the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or

    8.14.3   the overseas student has chosen not to access the external complaints and appeals process, or

    8.14.4   the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

8.15   The registered provider may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours and:

    8.15.1   for school, ELICOS and Foundation Program courses, the overseas student provides genuine evidence demonstrating that compassionate or compelling circumstances apply; or

    8.15.2   for VET courses, the student is maintaining satisfactory course progress.