Monitoring and Intervention Strategy Policy and Procedure

Table of Contents

Monitoring and Intervention Strategy Policy and Procedure ................................................................. 1
Policy Base and Requirements .................................................................................................................. 2
College Mission and Aims ......................................................................................................................... 2
Excerpts from APIC General Regulations .............................................................................................. 3
Academic Review Committee .................................................................................................................. 4
Postgraduate Courses ............................................................................................................................. 4
Undergraduate Courses .......................................................................................................................... 4
Unsatisfactory Categories and Intervention ............................................................................................ 4
Review of Course Progress ....................................................................................................................... 5
Special Considerations ............................................................................................................................ 6
End of Semester Assessment .................................................................................................................... 6
Annexure A: Rules Governing Additional Assessment ......................................................................... 6
At Risk Student Letter Template ............................................................................................................ 7
First Notice of Intention to Report Letter ............................................................................................... 8
Final Notice of Cancellation of Enrolment Letter .................................................................................... 10
Monitoring Course Progression Procedure ............................................................................................ 11
Actions .................................................................................................................................................... 11
Intervention Strategy - Monitoring Course Progression Guidelines ..................................................... 13
Actions .................................................................................................................................................... 13
Intervention Strategy – Study skills support. .......................................................................................... 14
Intervention Strategy – Welfare Support. .................................................................................................. 14
Intervention Strategy – Reduction in Course Load. ................................................................................ 14
Intervention Strategy – Change of Program. ............................................................................................ 14
Forms/Record Keeping ............................................................................................................................. 15
Associated Documents ........................................................................................................................... 15
Policy Base and Requirements

Key requirements under Standard 10 of the National Code of Practice are as follows:

- The progress of each student is monitored, recorded and assessed.
- The provider has documented course progress policies and procedures.
- The provider assesses each student at the end point of each study period according to its course progress policy.
- The provider has an intervention strategy that identifies and assists students who are at risk of not making satisfactory course progress.
- Where a provider has assessed the student as not meeting satisfactory course progress, the provider informs the student in writing of its intention to report the student and that he or she is able to access the provider’s complaints and appeals process within 20 working days.
- The provider notifies the Secretary of the Department of Education through PRISMS of the student not achieving satisfactory progress after the appeals process (if actioned) is finalised and upholds the provider’s decision to report.
- All providers are required to have documented course progress policies and procedures. A generic course progress policy may be appropriate for more than one course. Courses that require additional or varied progression rules will necessitate a separate course progress policy.
- Providers must assess course progress at the end point of every study period.
- All providers must have a documented intervention strategy, which must be made available to staff and students. At a minimum, the intervention strategy must be activated where the student has failed or is deemed not yet competent in 50 per cent or more of the units attempted in any study period. Providers may choose to intervene at any point before the end of a study period if outlined in their course progress policy and/or intervention strategy.
- Where the registered provider has assessed the student as not achieving satisfactory course progress, it must notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The written notice must inform the student that he or she is able to access the provider’s complaints and appeals process and that the student has 20 working days in which to do so.

APIC’s General Regulations contains the administrative rules for managing students, from admission through to enrolment, progression and graduation. This policy and procedure further clarify the application of General Regulations, and describe how Asia Pacific International College will:

- systematically monitor, record and assess progression of each international and domestic student in each semester in all units of study enrolled in; and
- apply a proactive approach in notifying, supporting and counselling students who are at risk of failing to meet course progress requirements.

This policy and procedure also describe the circumstances in which Asia Pacific International College will report international students via PRISMS when students fail to meet course progress requirements. The intention of this policy and procedure is to demonstrate Asia Pacific International College’s compliance with Standard 10 of the National Code.

College Mission and Aims

Asia Pacific International College (APIC) is dedicated to academic ideals of education, research and community service. The College endeavours to:

- provide innovative and transformative cost effective educational opportunities for individual students at both undergraduate and graduate level, including but not limited to formal award courses, professional development courses, open learning courses and seminars, conferences, workshops and any other course that is deemed appropriate;
- provide holistic solutions for organisational capability and performance development and enhancement;
- accelerate the acquisition and beneficial application of knowledge at both individual and corporate levels through research, teaching, training and consulting activities;
contribute to the world of learning and the extension of knowledge;
provide community service in core areas of expertise; and
co-operate with other Australian and overseas organisations concerned with similar objects as APIC.

APIC will emphasise the acquisition of general and specialist knowledge and it will emphasise the development of professional skills and a professional mindset. The latter will be based on the values that APIC subscribes to:

- academic freedom, high ethics and a full respect of the law;
- academic values and ideals shall at all times take precedence over all other considerations;
- a respect of individual privacy, rights and freedoms;
- the provision of a stimulating environment for staff and students in which to engage in scholarly activity, enjoy collegial interactions, develop respect and serve the community; and
- a commitment to customer value, efficiency and cordiality.

To achieve its mission the College has adopted the following policy for Course Progress Monitoring and Management of at Risk Students which shall apply to all new and current students of the College.

Excerpts from APIC General Regulations

10.1. Academic Progression Categories

10.1.1. The Board of Examiners after reviewing the status of each enrolled student will assign a category of academic standing to him/her at its own discretion based on the academic results of the student.

10.1.2. Good Academic Standing is assigned to a student for a satisfactory and orderly progress.

10.1.3. Conditional Academic Standing is assigned to a student whose progress has not been satisfactory. When in the semester under consideration a student fails more than one half of his/her total enrolled units of study his academic status shall be “Conditional Academic Standing”. The Board of Examiners may assign conditions for the review of the progress of a student designated as Conditional Academic Standing and inform the Dean of the same.

10.2. Unsatisfactory Progress

10.2.1. A student’s enrolment shall be terminated by the Board of Examiners if:
- The student has failed one half or more credit points of his/her enrolment in two successive semesters; and/or
- The student has failed one half or more credit points of his/her enrolment in any two semesters out of three;

10.2.2. If the Board of Examiners is of the view that a student has stopped attending the enrolled courses, or the student’s course progress has been erratic (defined as not meeting the minimum attendance or participation requirement as stipulated by the relevant policy or set by the lecturer in charge, or when the student fails to complete at least 50% of the course components, or when the student fails to undergo at least 50% of all specified assessments), the Board of Examiners may terminate the student’s enrolment.

10.3. The Right of Appeal

10.3.1. A student whose enrolment has been terminated or placed under Conditional Academic Standing may appeal to the President within 20 calendar days of being notified of the decision made by the Board of Examiners.

10.3.2. Should the President allow the appeal, the student will be required to enrol in a normal academic load (subject to the Dean’s determination) in the semester following the decision.

10.3.3. The Board of Examiners shall review the status of the student at the end of the semester and if he/she has failed more than one half of the total credit points or when he or she has not attended enrolled course units, the Board of Examiners is required to terminate the student’s enrolment and there shall be no further right of appeal.
10.3.4. Should a student’s enrolment be terminated by the Board of Examiners under Regulations in Section 10, he or she may not be permitted to re-enrol in the same course but may be permitted to re-enrol in another course after the expiry of at least 12 months since the student’s termination date. This condition may be waived if the President is of the view that the student has the capacity to complete the course under consideration successfully.

Based on the above criteria the progress of a student in a unit of study is considered to be satisfactory (and not at risk) provided that they have achieved at least a Pass grade (50 marks out of 100) and maintained 80% minimum attendance. The exception is where a student has been subject to compelling circumstances that interfered with his/her studies provided the student submits verifiable documentary evidence to support his or her claims.

**Academic Review Committee**

The Academic Review Committee is responsible for reviewing the status of each enrolled student at predetermined points in each semester with the aim of identifying at risk students and implementing appropriate intervention measures to assist at risk students meet the minimum course progress requirements.

The Academic Review Committee comprises the Dean or his nominee, the Program Coordinators, the Registrar, the College’s Manager, Governance, QA and Compliance as well as individual course convenors and tutors by invitation if required. The Dean or his nominee shall chair the Academic Review Committee meetings and the Registrar shall be responsible for recording and implementing all the decisions taken by the Committee, including maintenance of records of decisions and the outcomes of such decisions for each at risk student.

The Academic Review Committee is a committee of the Board of Examiners. The latter shall meet once only in each semester and shall comprise the Dean, Program Coordinators and all relevant Examiners, as well as the Manager, Governance, QA and Compliance, the Registrar and an external moderator.

**Postgraduate Courses**

Each course comprises a number of core and elective units. Each unit of study is typically 6 credit points and comprises 4 segments: Weekly Lectures, Weekly Tutorials, Weekly Project Briefings and Assessment Phase. Weekly lectures and tutorials of each unit are delivered over 12 weeks along with the project briefing of that unit in an intensive form. The individual student Viva presentations are held during Week 14 and Week 15. The Assessment Phase commences on Week 1 and lasts for 15 weeks. Because of the project-based learning model applied to postgraduate education it is important that the progress of students is monitored throughout the 15 weeks. Note that APIC has 2 semesters of study though Semester 2 has 2 intakes, in July and in September.

**Undergraduate Courses**

Each course comprises a number of core and elective units. Each unit of study is typically 6 credit points and comprises both theoretical and practical learning. Typically assessment in each unit comprises both written tests conducted at mid and end of semester as well as assessment of a number of assignments. It is the policy of the College to monitor the progress of students approximately mid way through the semester after the results of mid semester tests and the completed coursework are in hand. The status of each student is then determined at the end of each semester by the Board of Examiners.

**Unsatisfactory Categories and Intervention**

**Category 1:** Student has been absent from all sessions and has not performed any of the assessment tasks at the designated review points and/or there is evidence that convinces the Academic Review Committee that the student has ceased his or her studies at APIC.

**Action:** Issue Notice of Intention to Report on Grounds of Unsatisfactory Course Progress. Inform the student of his or her right to access the internal appeal process and the right to access the external appeal process if he or she is not satisfied with the results of the internal appeal process.
**Category 2:** Student has been absent from more than 20% of all sessions and has failed all or the majority of the assessment components or there is evidence that the student is not seriously engaging with his or her studies.

**Action:** Send a letter (At Risk Student Letter Template) to student to require him/her to attend a counselling session with the relevant Program Coordinator within 5 working days. The student must prepare a study plan and submit the same to the College. The study plan must be agreed to and countersigned by the Program Coordinator and must constitute a reasonable and achievable plan to address the academic requirements as specified by the academics in charge. The Program Coordinator/relevant Course Convenor must supervise the student under consideration to comply with and perform all the relevant academic tasks as agreed to and contained in the respective study plan.

Various intervention strategies may be contemplated in such cases, including requiring full attendance, re-sitting for a test, re-submission of the required course work or undertaking of oral examination or other forms of assessments etc as deemed appropriate by the Course Convenor/Program Coordinator. Refer to Annexure A for rules governing the granting of additional tests or assessments to at risk students.

Should the student fail to attend the counselling session within the prescribed time it will be considered that the student has ceased his or her studies at APIC and his or her enrolment shall be terminated forthwith after the due process is completed.

**Action:** Issue Notice of Intention to Report on Grounds of Unsatisfactory Course Progress. Inform the student of his/her right to access the internal appeal process and if he or she is not satisfied access the external appeal process.

**Category 3:** Student has been absent from more than 20% of all sessions but has achieved satisfactory results in all or the majority of assessments completed prior to the review date.

**Action:** Send a letter to the student to require him/her to attend a counselling session with the relevant Program Coordinator within 5 working days and agree to a study plan containing intervention strategies to raise the student’s performance.

The student shall be counselled to meet the minimum attendance requirements as part of the course progress policy.

Note that in all such cases the student’s performance at the end of each semester will be reviewed by the Board of Examiners under Section 10.2 of General Regulations.

**Category 4:** Student has engaged seriously with his or her studies and has maintained satisfactory attendance but due to compelling reasons beyond his or her control has not performed well or has been absent from his/her studies or has missed one or more assessments.

**Action:** The student must complete the Special Consideration form and submit the same together with the documentary evidence to support his or her claims. The student should be required to meet with the relevant Program Coordinator as soon as possible to agree to a study plan to assist the student to catch up with his or her studies. Intervention measures include supplementary examination, deferment (Discontinued Not Failed, DNF) in a particular unit of study and extension of time to submit the relevant coursework where practical. The intervention strategy in this case is arrived at by considering the student’s circumstances and the likelihood of the student being able to complete the outstanding work/assessments within the remaining period.

The results of all students subject to special consideration must be finalised before the commencement of the succeeding semester.

**Review of Course Progress**

For the purposes of reviewing course progress of students the following information shall be compiled and reviewed by the Academic Review Committee:
• Student’s score in mid-semester (conducted in week 6) and end of semester test (conducted in week 13) of units student enrolled in the semester under consideration
• Student’s assignment submissions and individual viva presentations that relate to the completion of project is carried on during 15 weeks of the semester
• Record of attendance and extent of diligence demonstrated by the student under consideration
• Results of peer rating, competency peer assessment and self reflection (obtained from the Online Learning System)
• Course Convenor’s and Program Coordinator’s own observation of the student’s performance, commitment to study and participation in the relevant learning activities

Special Considerations

Note that all international students must attend the College full time and pursue their courses of study diligently unless they are impacted by compelling circumstances which prevent them from continuing their studies and which could be considered for special consideration by the College. Such circumstances could include, but are not limited to:

• serious illness or injury, where a medical certificate states that the student was unable to attend classes
• bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
• major political upheaval or natural disaster in the home country requiring emergency travel and this impacts the student’s studies; or
• a traumatic experience which could include:
  • involvement in, or witnessing of a serious accident; or
  • witnessing or being the victim of a serious crime, impacting the student (these cases should be supported by police or psychologists’ reports)
  • where the College has not been able to offer a pre-requisite unit; or
• inability to begin studying on the course commencement date due to delay in receiving a student visa.

Students must formally write to the College requesting special consideration (Special Consideration Form) and submit documentary evidence with their claim for special consideration.

End of Semester Assessment

All students shall be assessed by the Board of Examiners as per the process and procedures laid out in the College General Regulations. A report regarding academic performance of all current students shall be compiled and submitted to the Academic Board of the College for endorsement.

Annexure A: Rules Governing Additional Assessment

Granting of additional tests or assessments to a given student is subject to the following rules:

1. Students undergoing additional tests or assessments have to pay a fee (currently $300) for any additional test or re-assessment of any assignment or any coursework piece. Also when they are absent from the formal scheduled tests and need to perform the tests again the fee applies unless there are compelling circumstances.

2. As a once off concession the College may waive the fees only once for students in their first semester of studies.

3. Re-testing and/or re-assessment of coursework is not automatic and is subject to the College approval and as part of the intervention measures to assist at risk students to improve their performance and meet course progress requirements.

4. In special circumstances the Program Coordinator may approve additional testing or grant exemption from the fee where there is justification for the same.

5. All students who do not qualify for exemption from the re-testing fees must pay the money to the College's nominated account and bring a receipt from the Student Services before they can perform the additional tests.
6. Absent from any formal assessment is considered as failing that assessment and re-assessment if granted incurs the charge.

7. It is important that unscheduled assessments are minimised as far as possible to encourage a culture of responsible conduct and timely preparation and progression by students. In addition, it is important that the formal intervention policy and process is applied and the re-testing is recorded as one such measure in the agreed study plan.

At Risk Student Letter Template

Date: «Field:CurrentDate»

Student Name: «Field:FullName»
Student Number: «Field:StudentNumber»

«Field:Line1» «Field:Line2»
«Field:Suburb»
«Field:PostCode»
«Field:State»

Dear student,

Please read this letter carefully. It is very important.

We are writing to advise that in accordance with the College’s General Regulations and associated course monitoring policy, you have been identified by the College as making unsatisfactory academic progress and being at risk of not meeting the minimum course progress requirements. You are being served this letter because of the following:

Our records of the academic review conducted recently show that you have not maintained satisfactory course progress in this semester in the following units:

   SBMXXXX
   SBMYYYY

To learn how the College manages students identified as being at risk, refer to the College’s Monitoring and Intervention Strategy Policy and Procedure published on the College website (www.apicollege.edu.au). The primary aim of the College is to provide mentoring and additional support to assist at risk students meet the course progress requirements through a series of measures agreed individually with at risk students. Equally we are required to apply the College’s Monitoring and Intervention Strategy Policy and Procedure pursuant to our obligations under Standard 10 of the National Code.

You are required to attend a counselling session with your Program Coordinator within 5 business days from the date of this letter «Field:CurrentDate» and agree on a specific study plan to address the concerns the College has identified regarding your course progress in this semester.

Please respond to this notice in writing no later than 5 business days from «Field:CurrentDate». If you believe that you have been wrongly identified as being at risk please contact the College immediately.

Please be advised that you may place your enrolment in jeopardy if you do not respond to this letter within the specified timeframe. This is a serious matter that requires your immediate attention.

All at risk students have the right to access the College’s internal appeal process and to access the external appeal process if not satisfied with the results of the internal appeal process.

Yours sincerely,
Dear <<Student Name>>,

This letter is the first notice from Asia Pacific International College. It is important that you read the whole notice as the College has determined that you have not met the course progress requirements. The purpose of this notice is to inform you of the College’s intention to cancel your enrolment. Evidence supporting our intention is enclosed to this letter. Asia Pacific International College is obliged to monitor the academic progress of international students and ensure that they progress in an orderly manner. Our records show that you have not met the course progress criteria satisfactorily. Section 10.2.2 of General Regulations provides criteria for determining when students have failed to meet course progress based on reviews conducted at designated points in each semester, viz.

“10.2. If the Board of Examiners is of the view that a student has stopped attending the enrolled courses, or the student’s course progress has been erratic (defined as not meeting the minimum attendance or participation requirement as stipulated by the relevant policy or set by the lecturer in charge, or when the student fails to complete at least 50% of the course components, or when the student fails to undergo at least 50% of all specified assessments), the Board of Examiners may terminate the student’s enrolment.”

Particulars that lead us to make the above determination are as follows:

- You have not maintained course progress by way of failing to attend the required hours and/or
- You have failed to attend the counselling session and/or have failed to follow the agreed study plan and/or
- You have not submitted any of the required assignment and/or
- You have not attended the scheduled formal examinations.

You have 20 business days from the date of this letter to access the internal appeals process of the College as outlined in our website:

**Policy on Both Academic and Non-Academic Grievance**

You can also access the external appeal process (Overseas Students Ombudsman) if you are not satisfied with the results of the internal appeal process. Should you decide to access the appeal mechanism, the College will place on hold the cancellation of your enrolment until the appeal process is completed.

If you believe there are reasons why your enrolment should not be terminated, you may appeal against the decision if you believe one or more of the following have happened:

- Asia Pacific International College has not recorded or reported your course progress correctly.
- There are compassionate or compelling reasons which have contributed to your unsatisfactory course progress.
• Asia Pacific International College has not offered you academic mentoring and counselling support.
• Asia Pacific International College has deprived you of the right to appeal your case internally.

The procedure for making an appeal has been published on the College website – www.apicollege.edu.au. You have 20 working days from <<DATE>> to lodge your appeal. During this time while your appeal is being considered, you must continue to attend classes and work towards completing course requirements.

If you do not lodge an appeal within the stated time limits or your appeal is unsuccessful and Asia Pacific International College's decision to report you is upheld, we are obliged under the ESOS Act to report unsatisfactory course progress to the Department of Immigration and Border Protection through PRISMS. For further information on this matter please contact Student Services via phone or email.

Yours sincerely,

Registrar
Asia Pacific International College
Final Notice of Cancellation of Enrolment Letter

Student Number:
Date:

Student Name Surname
Address Line 1
Address Line 2

Dear <<Student Surname>>,

Confirmation of Cancellation of Your Enrolment

The purpose of this letter is to inform you that Asia Pacific International College has cancelled your enrolment (refer the attached cancelled e-CoE generated from PRISMS). As part of the Agreement between you and the College you were obligated to be bound by the College policies and procedures on course progress criteria and requirements. In addition, during the orientation program you were reminded of Asia Pacific International College’s policies and procedures governing enrolment, progression and completion of all award courses.

Asia Pacific International College advised you in writing on <<Date>> of the College’s intention to cancel your enrolment upon the expiry of the 20 business days notice and subject to the completion of the appeal process where applicable.

Asia Pacific International College must now inform you that the College has cancelled your enrolment and informed Department of Immigration and Border Protection (DIBP) Secretary via PRISMS of the same. You are advised to contact DIBP as the cancellation may have affected your status as the holder of an Australian International Student Visa. For further information on this matter please contact Student Services via phone or email.

Yours sincerely,

Registrar
Asia Pacific International College
## Monitoring Course Progression Procedure

### Actions

<table>
<thead>
<tr>
<th>STEPS</th>
<th>WHO IS RESPONSIBLE?</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Interim Monitoring: As far as practicable all students’ progress will be assessed on completion of the first and second assessment tasks and mid way through the semester in each Unit at the end of week 6.</td>
<td>Lecturers/Program Coordinators</td>
<td>ARC is chaired by the Dean or nominee</td>
</tr>
<tr>
<td>2. Record and Analyse assessment task.</td>
<td>Lecturers/Program Coordinators</td>
<td></td>
</tr>
</tbody>
</table>
| 3. Students  
  - whose results are below required standard, or  
  - who have not lodged an assessment task, or  
  - who have missed all or the majority of classes, or  
  - who failed to maintain at least 80% attendance, or  
  - who failed to meet the academic standing conditions will receive a notice from the College | Lecturer/Program Coordinator | Refer to APIC’s Intervention Strategy Guidelines. |
| 4. Assess all students’ Course Progression at the end of Week 15 and mid way on Week 6 in each semester | Academic Review Committee | |
| 5. Determine outcome:  
  a) Student satisfactorily progresses, or  
  b) Student is considered at risk of not meeting the course progress requirements, or  
  c) Student has been absent from the College and is not considered a genuine student | Academic Review Committee | **End of study period Intervention Strategy** - Student must be contacted by the Student Services Officer to arrange a meeting with the Program Coordinator to discuss an Intervention Strategy. If the student does not arrange a time for the meeting, at least one more contact should be made preferably in a different format from first contact. A copy of all correspondence in regard to intervention strategy meetings are to be held in student's file. Students who have failed less than 50% of courses studied, e.g. one unit out of three, or have not met the academic standing conditions are to be advised to contact the Program Coordinator to discuss their unit results (refer |
semester.

The student must be notified of the Academic Review Committee decision and his or her enrolment continued until resolution of the at risk status (e.g. student attending to and completing all the academic requirements satisfactorily under academic supervision).

Internal / External appeals processes may also be triggered if the student chooses to do so to challenge the at risk status assigned to him/her or the intention to cancel student’s enrolment.

### 6. Reporting of Student

Reporting of student is to occur when:

- the student does not access the Appeals process within the 20 day working period,
- withdraws from the process, or
- c. is unsuccessful in having the decision overturned through the appeals process.

Students who choose to appeal to the Overseas Students Ombudsman (OSO) (international students) or the New South Wales Ombudsman (Domestic Students) must do so within 10 working days of the date of letter and must notify the Registrar of their lodgement reference number in order to avoid being reported to DIBP (International Students) or maintain their enrolment active with APIC (Domestic Students).
### Intervention Strategy - Monitoring Course Progression Guidelines

#### Actions

<table>
<thead>
<tr>
<th>STEPS</th>
<th>WHO IS RESPONSIBLE?</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Student has been assessed as at risk of not meeting course progress requirements midway on week 6/at the end of Week 15 in each semester.</td>
<td>Lecturer/Program Coordinator</td>
</tr>
<tr>
<td>2.</td>
<td>Intervention Strategy activated.</td>
<td>Lecturer/Program Coordinator</td>
</tr>
<tr>
<td>3.</td>
<td>Student to be contacted by the Student Services officer to arrange a meeting with the Program Coordinator to discuss an intervention strategy.</td>
<td>Student Services Officer</td>
</tr>
</tbody>
</table>
| 4.    | Tailoring of Intervention Strategy. | Program Coordinator | Intervention Strategies should be tailored to suit each individual student’s needs. Intervention strategies cover, but are not limited to the following:  
- English language support;  
- study skills support;  
- welfare support; and  
- reduction in course load. |
| 5.    | Study Plan. | Program Coordinator | It is the duty of the at risk student to propose a study plan with the guidance of the Program Coordinator using the Study Plan template that must be signed by the student and countersigned by the Program Coordinator. The student must submit the duly-signed study plan to Student Services. The Program Coordinator, in association with the relevant course convenors, should closely supervise students’ performance and report the progress of students under consideration to the next review meeting in each semester. All correspondence on academic progress by students shall be maintained in the student’s file. |
| 6.    | Evidence of Intervention Strategy. | Program Coordinator | Documentary evidence of the measures implemented should be kept in the student’s file. The student should receive a copy. |
| 7.    | Failure to respond after receiving the “At Risk Letter” or failure to follow the intervention strategy (captured in the study plan). | Lecturer/Program Coordinator | If it is noted that the student did not respond after the “At Risk Letter” or is not following the intervention strategy in place for the student, and the Academic Review Committee recommends, the student is sent a First Notice of Intention to Report. Students have the right to appeal. |
Intervention Strategy – Study skills support.

Students requiring assistance with study skills may be directed to Academic Mentors or equivalent.

Students can receive assistance in the following:

- assessment expectations;
- exam preparation;
- time management;
- class attendance and participation;
- academic referencing and plagiarism;
- reading and note taking skills; and/or
- research, web searching, and library skills.


Students may be directed to a Medical Doctor or Counsellor to receive assistance with personal issues influencing progress.

Intervention Strategy – Reduction in Course Load.

Where the Academic Review Committee believes the intervention strategies listed in Point 4 will not assist a student in meeting satisfactory course progression, a reduction in course load may be considered together with one or more of the study skills listed in Point 4.

Students must complete their studies within the duration of their Confirmation of Enrolment (CoE). However, if an approved intervention strategy has been implemented students may apply for a visa extension if they cannot catch up through studying in a non-compulsory study period.

If it is recommended after the commencement of the study period that a student should reduce his/her load, the student must be made aware that they may not be eligible for a fee refund for the course unit they withdraw from it.

Intervention Strategy – Change of Program.

A student may transfer to a suitable alternative program as part of an intervention strategy.

- The Registrar must be notified as student will be required to complete a change of course form and receive a new Letter of Offer & Acceptance Agreement. The Registrar will then cancel the original eCoE and issue a new eCoE.

- Change of course is not an option for an intervention at the midpoint of a semester.

When an intervention strategy has been activated for a student, documentation must be kept in the student’s file for all follow up meetings, support provided and strategies undertaken by the student.
### Forms/Record Keeping

<table>
<thead>
<tr>
<th>Title</th>
<th>Location</th>
<th>Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completed Assessment Tasks</td>
<td>Student Management</td>
<td>Lecturers</td>
</tr>
<tr>
<td>Evidence of assessing a student’s course progress mid way on Week 6 and at the end of Week 15 in each semester.</td>
<td>Student Management System</td>
<td>Lecturers</td>
</tr>
<tr>
<td>Intervention Strategy agreement</td>
<td>Student File</td>
<td>Student Services Officer</td>
</tr>
<tr>
<td>Students Study Plan as a result of intervention strategy</td>
<td>Student File</td>
<td>Student Services Officer</td>
</tr>
<tr>
<td>Notification letters / emails of the intention to report sent to students</td>
<td>Student Management System</td>
<td>Student Services Officer</td>
</tr>
<tr>
<td>Evidence of an appeal</td>
<td>Student File</td>
<td>Student Services Officer</td>
</tr>
<tr>
<td>Evidence of student being reported to DIBP</td>
<td>PRISMS</td>
<td>Registrar</td>
</tr>
</tbody>
</table>

### Associated Documents
- At Risk Letter Template
- Study Plan Template
- First Notice of Intention to Report Letter
- Final Notice of Confirmation of Cancellation of Enrolment
- Policy on Both Academic and Non-Academic Grievance
- Student Appeal Form