

INTERVENTION STRATEGY POLICY AND PROCEDURE

1 PREAMBLE

The Institute must ensure that student course progress is in line with the course of study requirements. This includes both academic progress and attendance. Students at risk of not making appropriate course progress will be the subject of an Intervention Strategy and a subsequent Study Plan.

2 PURPOSE

The purpose of this policy and procedure is to provide a framework for staff dealing with international students to ensure that students are monitored for course progress and attendance, that a suitable and timely Intervention Strategy is applied, and that the student is supported and monitored to ensure compliance with the course progress requirements.

3 SCOPE

The scope of this policy applies to all international students accepted by the Institute.

4 INTERVENTION STRATEGY

The Institute takes student progress seriously given its central role in ensuring students achieve consistent progress in their studies. Each unit (subject) has a range of assessments during the term (learning block). The criteria to which a student's progress is applied are:

- Completion of assessments (lodged on time, success in passing the assessment)
- Student attendance: the student must attend at least eighty (80%) percent of the scheduled course hours

Students who do not show satisfactory progress due to one or both of the progress criteria will be contacted on the first instance by the academic staff member delivering the unit. If progress is not achieved, the academic staff member will refer the student to the Student Academic Support Officer, who will organise a Study Plan for the student. The student may have to attend compulsory classes or undertake homework or other activities to enable them to return to acceptable course progress levels. This may also include completing a declaration regarding course attendance.

Some of the ways in which the Institute may support the student when undertaking an Intervention Strategy are:

- Counselling
- Attending extra tutorials
- Attending one on one sessions with a lecturer or tutor
- Attending additional group classes
- Appointment of a student mentor
- Attending language support sessions
- Completing a declaration of attendance reform
- Agreeing to specific Study Plan
- Agreeing to specific study achievement milestones
- Other academic measures as deemed necessary by the Institute

The steps the Institute takes when undertaking the Intervention Strategy include:

1. Contacting the student to ascertain the reasons for the lack of course progress
2. Discussing the course, its learning outcomes, its future subjects and being candid about the direction of the course versus the student's own goals and if they have changed
3. In most cases, a Study Plan will be agreed upon with the student and signed by both the student and the Student Academic Support Officer or the authorised Institute officer. This step is taken if it is ascertained that the course goals, direction and future units continue to be aligned with the student's goals and future direction.
4. The Study Plan will outline specific steps to be taken by the student and those that the Institute will do to improve student performance and re-align it to the course progress requirements.
5. The Study Plan will be implemented and monitored for progress. This may lead to weekly meetings or more regular meetings with the Student Academic Support Officer or other authorised Institute officers.

Intervention strategies may further be escalated if a change is not forthcoming and instances of escalation are taken seriously by the Institute. In the event that avenues to support the student have not yielded the required result, the Institute may write to the student informing them of a potential breach in their Student Visa conditions, due to a lack of course progress. This may be escalated further where the Institute may report the student to the Department of Home Affairs as required by law.

The best way to avoid falling behind in studies is to contact the academic staff member teaching you the subject and to speak with the Student Academic Support Officer early in the term if you are experiencing difficulties.

English language classes as well as academic writing classes are run weekly at the Institute and are free. Further information regarding these classes is available in your timetable.

5 STUDY PLAN

The Institute will maintain a copy of the Study Plan used in the Intervention Strategy for future reference should a new case of Intervention be required. The student is

alerted to the fact that not making satisfactory course progress is a serious matter and may lead to the reporting of the student, by the Institute, to the Department of Home Affairs. It is anticipated that students undergoing an Intervention Strategy will give the matter the attention it deserves and will work to enhance their course progress.

6 INTENT TO REPORT NOTICE

Should the student not make satisfactory course progress after the Intervention Strategy is implemented, the Institute will send the student a written notice of intention to report the student to the Department of Home Affairs for failure to make course progress. The letter to the student will contain information on accessing the appeals process. If the student believes that they have been mistreated, they may appeal to the Complaints and Grievances system at the Institute.

7 STUDENT WELFARE

Student life is not always easy and the Institute understands some of the person pressures that can engulf students. The Institute has a full time Student Counsellor who is available on campus every day of the week. This professional can help you with personal matters that may affect your studies or your well-being in general. These may include, but are not limited to, relationships, family issues, financial concerns, health concerns or simply feeling home sick. It is a good idea to speak with the counsellor early on if you are facing personal challenges. The service is confidential and the counsellor is able to liaise with academic staff and with the Student Academic Support Officer.