

Intervention Policy and Procedure

SCOPE:

This policy applies to all Achievers Global Pty Ltd's international students and Achievers Global's staff who deal with all matters concerning VET.

POLICY

- Standard 8 of the National Code 2018, Monitoring Course Progress requires registered providers to have a documented intervention strategy.
- The intervention strategy policy has been produced to assist the RTO in determining how to assist students at risk of not satisfactorily meeting program progress requirements as required by the Monitoring Course Progression Procedure.
- For coursework students, at a minimum the intervention strategy must be activated where the student has failed or deemed not yet competent in 50% or more of the courses or units studied in any study period.

Terms	Definitions
Appeal	Request by a student to have a matter heard and/or re-considered after receiving an unfavourable decision.
At risk	Being "at risk" of not meeting satisfactory course progress requirements means: <ul style="list-style-type: none"> • Failing 50% or more units in a study period for VET students
Intervention Strategy	An individual plan to provide academic support and/or assistance to an international student identified 'at risk' of achieving satisfactory academic progression.
Not Yet Competent (NYC)	Not meeting the required performance criteria to achieve satisfactory outcome for the unit of competency for VET students
PRISMS	Provider Registration and International Students Management System. The management information system used by the Department of Education and department of Immigration and border protection (DIBP) to record international student program enrolment details.
Study period	Study period refers to 10 weeks of study.
Unsatisfactory Academic Progress	Unsatisfactory progress is defined as a student not successfully completing or demonstrating competency in at least 50% or more of the course requirements in two consecutive study periods.
Satisfactory Academic Performance	An international VET student is displaying satisfactory academic performance if the student is achieving a competent result in all assessments for all units of competency undertaken in a given study period and is on track to successfully complete their program within the expected duration of study.

PROCEDURE

	STEPS	Responsible	COMMENTS
1.	Student have been assessed as at risk of not meeting course progress requirements at the end of study period or have been monitored mid study period.	Assessors/Trainers	Assessment undertaken according to Monitoring Course Progression Procedure.
2.	Intervention Strategy activated.	Assessors/Trainers	Students at risk have been contacted by Assessors/Trainers and have arranged a meeting to discuss an intervention strategy.
3.	Tailoring of Intervention Strategy.	Assessors/Trainers	Intervention strategies should be tailored to suit each individual student's needs.
4.	Intervention Strategies.	Assessors/Trainers /Student Support	<p>Intervention strategies can cover, but are not limited to:</p> <ul style="list-style-type: none"> • transition support; • English language support; • study skills support; • welfare support; • reduction in course load; • Increased contact. <p>Transition Support</p> <p>Students requiring transition support shall be directed to the Student Support Officer for assistance with:</p> <ul style="list-style-type: none"> • accommodation problems; • cultural shock, home sickness; • local customs and etiquette; • Balancing work commitments and studies.

			<p>Study skills support</p> <p>Students requiring assistance with study skills shall be directed to the CEO/Training Manager.</p> <p>Students can receive assistance in:</p> <ul style="list-style-type: none"> ● time management; ● assessment expectation; ● class attendance and participation; ● reading and note taking skills; ● academic referencing and plagiarism; ● Research, web searching, and library skills and more. <p>Welfare Support</p> <p>Students shall be directed to Student Support Officer, Medical Doctor or Counsellor to receive assistance with personal issues influencing progress.</p> <p>Reduce Load</p> <p>Students shall reduce their load under an intervention strategy however this should be done in conjunction with one or more of the above listed interventions.</p> <p>Students reducing their load may be eligible for a fee refund, please refer to the refund policy.</p> <p>Change of course</p> <p>A student shall transfer to a suitable alternative course as part of an intervention strategy on receiving an unsatisfactory progress letter. Trainers must be notified as students will need a new offer letter and CoE.</p>
5.	Training Plan	Assessors/Trainers	An amended Training Plan will be required for students who have an intervention in place due to failure of one or more courses. The student must receive a copy of the amended Training Plan.

6.	Evidence of Intervention Strategy	Assessors/Trainers	Documentary evidence of the measures implemented is to be placed in the student's file. Students should receive a copy.
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Notes

When an intervention strategy has been activated for a student, documentation or notes must be kept in the student's file (electronic or hardcopy) for all follow-up meetings, the support provided and strategies undertaken by the student.

If it is noted that the student is not following the intervention strategy in place for the student it is recommended that the student is sent a letter reminding the student that if they do not meet course progress requirements they will be excluded or suspended from their course which will result in them being reported to Department of Immigration and Border Protection which may result in their student visa being cancelled.

Implementation

The Intervention policy will be implemented throughout the Achievers Global's website and course progress policy procedures.

Please find the Appendix A Course Progress Intervention Recording Form, for the implementation of this policy.

1. The Achievers Global implements a documented intervention strategy, which is made available to staff and students, that specifies the procedures for identifying and assisting students at risk of not meeting the academic/course progress requirements. This strategy specifies:
 - procedures for contacting and counselling identified students
 - strategies to assist identified students to achieve satisfactory course progress; and
 - the process by which the intervention strategy is activated.
2. The objective of this intervention strategy is to identify any necessary action to assist the student, who is identified as failing or at risk of failing to meet academic/course progress requirements, in order to achieve or obtain satisfactory course progress.
3. At a minimum, the intervention strategy must be activated where the student has failed or has been deemed not yet competent in 50 per cent or more of the units attempted in any study period. Achievers Global activates an intervention strategy at any point before the end of the study period.
4. Within 5 working days of the completion of a unit, the Student Support Officer will review the academic progress of all students and identify those students who are "at risk" of not meeting satisfactory course progress requirements and provide a report as evidence.

5. Depending upon the scenario, the required steps will be taken as per the 'Monitoring Student Course Progress Policy'.
6. In the process of following the intervention strategies, the responsible Student Support Officer will ensure that he/she records and maintain the following documents to monitor further course progress levels of the students:
 - Intervention Monitoring Database
 - Appointment Recorded in the student journals of student management system
 - Appendix A Course Progress Intervention Recording Form

(Copies of all the notification letters, warning letters, Intervention summary sheet & all the other relevant documents require to be placed & retained in the student's academic file)

Sample student files

1. The warning letter will inform the student that he or she is able to access Achievers Global complaints and appeals process as per ESOS Standard 10 (Complaints and appeals) and that the student has 20 working days in which to do so.
2. If the student believes there are reasons why they should not be reported, they may appeal as detailed above. The student may appeal if they believe one or more of the following have happened:
 - a. Achievers Global has not recorded assessment outcomes correctly.
 - b. There are compassionate or compelling reasons which have contributed to their unsatisfactory progress. These circumstances could include but are not limited to:
 - Serious illness or injury, where a medical certificate states that the student was / is 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 has impacted on 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, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
 - ❖ Where the RTO is unable to offer a pre-requisite unit
 - ❖ Inability to begin studying on the course commencement date due to delay in receiving a student visa.
 - c. Achievers Global has not implemented their intervention strategy in accordance with their documented policies and procedures.
 - d. Achievers Global has not implemented any other policies which may impact upon their results – e.g. Assessment policy.
 - e. Achievers Global has not provided the complaints and appeals policy to the student.
3. The intervention meetings will be initiated by the Student Support Officer; however appropriate personnel such as counsellors may be called on to assist with the process

4. At the intervention meeting academic and non-academic issues are to be explored, solutions sought and the following intervention strategies will be put in place where appropriate:
 - a) academic skills support
 - b) additional English/Tutorial support
 - c) increased monitoring
 - d) a mentor programmes
 - e) personal counselling
 - f) provision of customised timetable
 - g) being placed in a suitable alternative subject within a course or a suitable alternative course; or
 - h) a combination of the above and a reduction in course load.

5. Assessment Re-assessment: If the student fails his/her assessments, he/she will be provided with ongoing support as prescribed in the Training and Assessment Policy and Procedures: Assessment and Re-assessment and the Assessment Appeals.
6. The Intervention Strategy could be activated by:
 - a. a letter to the student
 - b. personal contact with the student by a suitably authorised staff member
 - c. contact with the student by the course trainer/assessor/Training manager
7. Documentary evidence of the intervention measures implemented should be kept in each student's files.
8. Students will be required to accept the intervention strategy proposed by Achievers Global within 5 working days by signing the Intervention Strategy Plan. Students failing to accept the proposed interventions strategy will be reported to the DIBP for unsatisfactory academic progress.
9. If a student attends an intervention meeting, has signed the Intervention Training Plan but fails to adhere to the plan, the student will be sent an intention to report letter after the end of the second consecutive study period. They will be provided with a copy of Achievers Global complaints and appeals policy and form advising the student of a 20 working days period within which to respond. If they do not respond or their grounds for appeal are rejected, they will be reported to the DIBP for unsatisfactory progress.

Note: Sample student file

1. Students failing to attend the intervention meeting without a **reasonable excuse (refer to compassionate and compelling circumstances)** will be sent an intention to report a letter after 5 working days of the scheduled meeting. They will be provided with a copy of Achievers Global complaints and appeals policy and form advising the student of a 20 working days period within which to respond. If they do not respond or their grounds for appeal are rejected, they will be reported to the DIBP for unsatisfactory progress reported to the DIBP for unsatisfactory academic progress
2. Where a student on the intervention strategy requires more time to complete their qualification a new Confirmation of Enrolment must be issued by the authorised PRISMS administrator and lodged on PRISMS. The new Confirmation of Enrolment must indicate the

revised completion date and the reasons for the revised date. Refer to the 'Completion within the Expected Duration of Study policy' for the procedure and its implementation process.

Reporting 'Breach of Student Academic Progress' – Notice of Intention to Report

1. Where Achievers Global has assessed the student as not achieving satisfactory course progress, the student will be notified 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 Achievers Global complaints and appeals process in accordance with the Complaints and Appeals Policy and Procedures and that the student has 20 working days in which to do so.
2. All students who fail below 50% academic/course progress requirement for two consecutive terms (study periods) and have no supporting reasons shall be reported via PRISMS to the DIBP for a breach of their Visa condition.
3. Students have 20 working days from the date the 'Breach Recorded' letter is processed to appeal the decision of their academic non-performance. This does not mean that the complaints/appeals process must be finalised within 20 working days.
4. If a student chooses to access Achievers Global complaints and appeals process, Achievers Global must maintain the student's enrolment while the complaints and appeals process is ongoing
5. Where the student has chosen not to access the complaints and appeals processes within the 20 working days period, withdraws from the process, or the process is completed and results support Achievers Global's decision, Achievers Global will notify the Secretary of DET through PRISMS of the student not achieving satisfactory course progress as soon as practicable
6. After all complaints and appeals processes are finalised and a student is deemed to have failed to meet satisfactory course progress, Achievers Global must report this via PRISMS.
7. This process of reporting breaches into PRISMS is the responsibility of the student support officer who monitors the projected academic progress fortnightly. They are also supported by the monitoring conducted by the CEO.
8. A copy of all letters, details of phone calls made, and any reports are to be kept in the student files.

Appendix A

Course Progress Intervention Recording Form

This form is to be completed by the staff member co-ordinating the Intervention strategy for a student who has been identified as at risk of not achieving satisfactory course progress. This form is to be employed at each meeting and is to be signed by the student and staff member. Copies are to be given to the student and another copy placed in the student file after each meeting. All supporting documentation is also to be placed in the student file.

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RTO Code: 45931 CRICOS CODE: 04075D	admissions@achieverscollege.edu.au www.achieverscollege.edu.au

The following form is to be used to document the individual intervention strategy to be implemented to ensure the student is able to meet all course requirements and successfully complete the course. The information is to be discussed with the student directly and they are required to sign the form to indicate agreement to the intervention strategies.

Student Name: _____

Student ID: _____

Course: _____

CoE Start Date: _____

CoE End Date: _____

Reason for Intervention

Indicate the reason/s for identifying the student as requiring intervention by circling the appropriate number.

1. Is judged as (not satisfactory) NS in one assessment in a pre-requisite unit
2. Is judged as Not Yet Competent (NYC) in a pre-requisite unit
3. Is judged as NYC in two or more units during a study period
4. Is judged as NYC in two units at the end of a study period
5. Is identified by a trainer as requiring intervention
6. Is unable to complete a course within the expected duration
7. Is absent for 5 consecutive days
8. Has an attendance pattern that is considered to be placing the client at risk of not achieving satisfactory course progress.
9. Does not participate as per course schedule

Student name:

Student ID:

Staff member:

Intervention Details

Student Signature

I hereby acknowledge the above Intervention Strategy has been discussed and is being implemented as a result of myself being identified as at risk of not meeting my course requirements. I agree with the proposed intervention strategy above and understand that my enrollment may be cancelled if I am not able to meet all course requirements.

Student Name: _____

Student Signature: _____

Date: _____

Monitoring Activities

The following table is to be used to document any monitoring or adjustments to the student's individual intervention strategy. This is to occur in line with the monitoring activities listed above. The Student Support Officer is required to sign each monitoring entry.

This section is to be completed after each meeting.

Refer to the Course Progress Policy and Procedure or contact the Training Manager for further information.

Date	Intervention Strategy	Student Sign.	Staff Sign.
	Outline agreed strategy here		
	Outline progress made since last meeting, any issues impacting progress and if any further action is required.		
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