

## POL-QA-08 Overseas Student Intervention Policy

### GOVERNANCE

National Code 2018 – Standards 7.1 and 8

### 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.

This policy and the related procedure support 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.

### SCOPE

All overseas students will be provided the appropriate support from 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.

### 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 includes, 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 Ironwood Institute 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.

### POLICY STATEMENT

The Intervention Strategy Plan is a written plan and agreement to be signed by both the student and a trainer 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.

Ironwood Institute is committed to supporting student success and achievement through monitoring student progression. Where required, it 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.

### **1. Intervention Strategy Plans**

Ironwood Institute will review the academic progress of each student via the Student Management System and record of attainment documents. This will allow Ironwood Institute to identify 'AT RISK' students and whether:

- a) 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
- b) The student has or is at risk of failing to meet the attendance requirements of their visa.
- c) The student has been identified as unable to complete, or at risk of not completing the course in the required duration.

### **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 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. 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 Student Support for each study period.
- b) The CEO/Delegate is to sign each Intervention Follow up Register before they are filed ensuring all student have been action or referred to Student Support for further processing.

### **4. In the event varies a student's workload or expected duration of study on completion of the Intervention process, Ironwood Institute will:**

- a) Record this in the Student Management System as well as on the student's 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.

### **5. Ironwood Institute 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)**

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

**6. 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
- 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.

## **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 eCoE, even with exclusion and re-admission built into their intervention plans. If this is not possible, the student must re-enrol.

## **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.

## RESPONSIBILITIES

CEO/Delegate – for all approval authority

Deputy Director – for development, review, monitoring, evaluation, and compliance

Student Support – for implementation

## 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’
- 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

## RELATED POLICIES, PROCEDURES AND DOCUMENTS

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