

INTERVENTION STRATEGY POLICY

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| Policy Number: | CIPO-60 |
| Name of Policy: | Intervention Strategy Policy v17 |
| Applicability: | All Staff and Students |
| Policy Owner: | CEO |
| Contact Person: | Student Support Officer |
| Original Issue date: | 11 November 2012 |
| Current Version approval: | March 2017 |
| Next review: | July 2018 |
| Related policies and documents: | <ul style="list-style-type: none"> • Attendance policy • Academic progress policy • Student Support Services Policy • Complaints and appeals policy • Student Code of Conduct |
| RTO: | 91781 |
| CRICOS Provider Number: | 03256G |

1.1. POLICY STATEMENT

NORTWEST is committed to ensuring fair and equitable policies and procedures are in place regarding the satisfactory progress of students in their course of studies, and proactively support students identified as being at risk of not meeting their student visa requirements.

An intervention strategy for an overseas student is a systematic plan of action consciously adopted in an attempt to address and reduce the causes of attendance and/or academic progress failure during their time at the NORTWEST. Domestic students have the same support options available to fulfil their study commitments.

- 1.2. The Intervention Strategy has been developed to provide a student identified as being 'at risk' with additional support to assist the success and completion of their studies
- 1.3. An intervention strategy should be implemented as early as possible in order to increase the likelihood of success in their course of studies.
- 1.4. There are three steps of an intervention strategy:
 - **Identification:** This is an automatic course progress and/or attendance check carried out by NORTWEST.
 - **Negotiation:** This is when a student is advised to see staff to discuss their circumstances. A student may choose to enter into an Intervention program at this stage.
 - **Placement:** This is applied when a student is required to follow an intervention strategy under the Student Support Officer's supervision because the student has failed to meet attendance or progress requirements, has not supplied adequate evidence for a successful appeal against the Intention to Report and this incident is the first occasion.

2. RESPONSIBILITIES

- 2.1. The CEO or nominated officer is responsible for the implementation of this policy; and to ensure that NORTWEST abides by, and meets, the requirements of the Student Visa Program, Standards 9-13 of The National Code 2007.
- 2.2. NORTWEST has a designated member of staff who is responsible for Support Services for students.
- 2.3. Administration Officers are responsible for the ongoing administration of this policy in relation to analysing the attendance, outcomes and payment of tuition fees in the Student Administration System and the subsequent notifications to students.

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2.4. NORTWEST has sufficient support staff to support the needs of the students enrolled at the college.

3. DEFINITIONS

3.1 A student is eligible for an intervention strategy if he/she has:

- been identified as needing intervention by NORTWEST,
- is not meeting course progress requirements,
- is failing attendance requirements, or
- is at risk of not meeting the above.

3.2 A Student who is identified as being at risk of not meeting program requirements has:

- Been marked as Not Yet Competent in 50% or more of their units of competency in a compulsory study period;
- not met the compulsory attendance requirements in a study period.

4. INTERVENTION STRATEGY PROCESS FOR OVERSEAS STUDENTS

- 4.1. An intervention strategy is implemented for an overseas student who has been identified by Administration officers as being at risk of not meeting course progress requirements and/or attendance. A student is issued with a warning notice and or an Intention to Report letter stating their obligations. The student is advised to meet with the college over their circumstances and is counselled, and is placed on an intervention strategy and expected to maintain at least 70% attendance to meet additional workload and attendance requirements.
- 4.2. The Student Support Officer will establish contact with student identified at risk and make an appointment with the Student Support Officer for an interview.
- 4.3. Student Support Officer will commence a file to coordinate and monitor an intervention program. All intervention records will be kept in the student's file.
- 4.4. During the interview, the student is counselled on mandatory academic performance and/or attendance requirements of their student visa. The student is advised that failure to maintain satisfactory academic performance and/or attendance may have serious implications on the student's ability to continue studying in Australia.
- 4.5. The student is asked to identify the cause of the difficulties that they are experiencing. They are also asked to identify any personal and/ or academic issues they may have experienced in the previous study period and provide documentation supporting any compelling or compassionate circumstances. NORTWEST provides students with advice on relevant on-campus study and support resources including for example access to learning materials, computers and staffing assistance.
- 4.6. At the conclusion of the meeting, an individual intervention strategy is developed to address the student's academic/attendance and/or personal difficulties. This details the activities the student is required to undertake and is signed by the student and the NORTWEST staff member. Students placed on an intervention strategy will be required to pay administration fees.
- 4.7. The Student Support Officer or representative may recommend one or more solutions depending on the specific circumstances. These may include:

| Student situation | Action | Program or referral |
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| Poor attendance, received <u>first</u> occasion ITR OR weak evidence for appeal. | Study plan | The Student Support Officer (SSO) will propose a special program to monitor and ensure attendance in scheduled classes and/ or in alternative classes. This plan may incur an administrative cost. |
| Poor attendance, received <u>second</u> occasion ITR. | Compulsory Study plan | The SSO will create a program for a set period of time (usually one term or a three month period which may run across consecutive terms) and the student will be |

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| | | required to follow up regularly with the trainer and SSO to monitor progress. Reassessments of NYC work will be required. This plan may incur an administrative cost. |
| Poor attendance and poor academic progress. | Compulsory and specific study plan | The SSO will create a special program for a set period of time (usually one term or a three month period which may run across consecutive terms) and the student will be required to follow up regularly with the trainer and SSO to monitor progress. Reassessments of NYC work will be required. This plan may incur an administrative cost. |
| Language, Literacy or numeracy issues | Referral to Support Services | Student support staff will assist where needed in areas including: <ul style="list-style-type: none"> • Learning Development • Language Support This will be free of charge. |
| Major/ critical incident or disability | Provision of personalised assistance | The SSO will attend to students' needs as appropriate which may include: <ul style="list-style-type: none"> • Counselling Services • Disability or other Support Services This will be free of charge. |
| Academic dishonesty / Plagiarism | Study plan | The SSO will create a special program to ensure the student understands how to avoid plagiarism. This plan may incur an administrative cost. |
| Other personal issues | Personal plan | In consultation with relevant staff, the SSO will create a plan to assist the student with life in Australia. This will be free of charge. |

4.8. To successfully implement an intervention strategy, the student is required to meet regularly with the Student Support Officer or representative for monitoring and providing feedback on their progress.

5. RECORD AND INFORMATION

A copy of all documents related to a student's intervention meeting(s) is retained on the student's file and Student Management System.

6. ASSOCIATED DOCUMENTS

Forms and Record Keeping

7.

| Title | Document Location | Responsible Officer | Minimum Retention Period |
|--|---|-------------------------|--------------------------|
| Student Monitoring Agreement and Plan - Intervention Form – student contact record | 1. Fileshare / Forms 2. Student's File 2. Student Administration Database (Wisenet) | Student Support Officer | 2 years after last entry |

8. REFERENCES

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- Education Services for Overseas Students (ESOS) Act 2000
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007
- Standards 9-13 of The National Code
- SNR Standards for RTOs 2015.

9. IMPLEMENTATION

The Student Support Services Policy will be implemented throughout NORTWEST via:

1. An announcement notice emailed to all students and staff
2. Inclusion on the NORTWEST website - Downloads
3. Inclusion on the NORTWEST online policy library in Student (Wisenet) Portal.

10. REVISION HISTORY

| Revision | Date | Description of modifications |
|----------|---------------|--|
| 1 | April 2010 | Original |
| 2 | May 2012 | Reflecting TPS changes prior to July 2012 |
| 3 | July 2012 | Revision, further clarification on processes |
| 4 | November 2013 | Revision, further clarification on processes |
| 5 | July 2014 | Revision, further clarification on processes |
| 14.1 | October 2014 | Revision, further clarification on processes |
| 15 | August 2015 | review |
| 17.0 | March 2017 | Update company name, logo and footer |