

## 1. Purpose

The purpose of this procedure is to ensure suitable, fair and transparent intervention processes are in place for overseas students at risk of not meeting their academic progress requirements as in accordance with The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'The National Code 2018' Standard 8.

This procedure supports the Australian School of Accounting (ASA) 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.

## 2. Scope

All overseas students at ASA 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 procedure and associated policy are to be made readily available to all staff and students.

## 3. 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 is 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.
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 ASA 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 of Education, Skills and Employment (DESE) by registered providers.

Satisfactory course progress	The minimum level of progress required to maintain academic standards in a course.
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#### 4. Intervention Strategy Plan

The Intervention Strategy Plan is a written plan and agreement to be signed by both the student, the Academic Dean and/or student support staff member. This plan is developed in consultations between the student, student support and the Academic Dean. The Intervention Strategy Plan specifies terms such as which actions and approaches will be used to support the student, as well as the timeframe and targets, so they may still complete their course within the period of their Confirmation of Enrolment (CoE).

ASA is committed to supporting student success and achievement through monitoring student progression. Where required ASA 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.

#### 5. Procedure

##### 5.1 Intervention Strategy Plans

5.1.1 ASA will review the academic progress of each student via the Student Management System at the end of each Quadmester. This will allow ASA to identify 'AT RISK' students and whether one or more of the following has occurred:

- The student has not achieved (or is at risk of not achieving) a pass rate of 50% in the units attempted within the Quadmester;
- The student has not been actively participating in tuition activities; and
- The student has been identified as unable to complete, or at risk of not completing the course in the required duration.

5.1.2 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 with the Academic Dean and the Student Learning Support Manager or delegate.
- b. At this interview ASA will attempt to ascertain the reasons for the student not meeting their progress obligations.
- c. An individualised intervention plan will then be formulated and remedial actions will be implemented to assist the student.
- d. If the student does not agree with the Intervention plan or process, they shall have twenty (20) days to access the Complaints and Appeals process.

5.1.3 All students who are identified as at risk and receive a warning letter will be recorded in the Intervention Register on the Student Management System.

This register is to be maintained by the Student Learning Support Manager or delegate for each study period.

- 5.1.4 In the event ASA varies a student's workload or expected duration of study on completion of the Intervention process, ASA will:
- a. Record this in the Student Management System as well as on the student's file.
  - b. Decide if a new CoE is required and if so, the student is referred to the Admissions Officer.
  - c. Have the Admissions Officer report this variation via PRISMS.
- 5.1.5 ASA will also inform the student to contact the 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 of the National Code 2018.
- 5.1.6 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 meet satisfactory course progress requirements; and
  - c. advising the student that unsatisfactory course progress in two consecutive study periods or Quadmasters of their course could lead to the student being reported to the Department of Home Affairs and cancellation of their visa, dependent upon the outcome of any appeals process
- 5.1.7 Strategies for Intervention may include, but are not limited to:
- Referral to support services offered by ASA including English language support, academic counselling, or available learning support and study skills workshops;
  - Extra Tuition;
  - Modifications in workload;
  - Support with applying effective study strategies;
  - Support with implementing time management skills;
  - Implementing a plan for the 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 or Quadmaster;
  - Reviewing enrolled units/course and changing the student's enrolment to another subject area if this is agreed between the student and ASA;
  - 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;
  - Extension in course duration;
  - Mentoring programs; and
  - Access to counselling services.

Any combination of the above options as determined in the intervention interview as being suitable for the individual student's needs.

A student who fails to comply with the Intervention Strategy Plan may be excluded as per the ASA Student Progression and Student at Risk Procedure. The Student Progression and Student at Risk Procedure also states other reasons for exclusion that apply to all ASA students.

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.

## **6. 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' Standard 8
- Migration Act 1958 (Commonwealth)
- Education Services for Overseas Students Regulations 2001
- Education Services for Overseas Students Act 2000

## **7. Related policies, procedures, and documents**

- *International Student Intervention Policy*
- *Student Progression and Student at Risk Policy*
- *Student Progression and Student at Risk Procedure*
- *Student Grievance Handling and Resolution Policy*
- *Student Grievance Handling and Resolution Procedure*
- *First Warning "At Risk" of Unsatisfactory Course Progress*
- *Intervention Strategy Form*
- *Second Warning Unsatisfactory Course Progress*
- *Notice of Unsatisfactory Course Progress*

## 8. Version Control

Document		International Student Intervention Procedure			
Approved by		Academic Board		Date: 22 December 2021	
		Next review date			2024
Version #	1.0	Replaces Version #	(1.1 policy and procedure separated)	Policy and Procedure separated AB Approval	
	1.1	Replaces Version #	1.0	Minor updates	
	1.0		0.1-0.3	Further amendments after AB review Academic Board approval	
	0.1			Developing policy and logo added	