

COURSE PROGRESS AND INTERVENTION STRATEGY POLICY AND PROCESSES

1. PURPOSE

The purpose of this policy is to ensure that The Lan-Grove Office Training Centre Pty Ltd trading as The Sydney Business and Travel Academy and The Sydney English Language Academy herein known as “The Academy” monitors the course progress of its students which allows The Academy to identify and offer support to those at risk of not progressing through their studies as per Standard 8 of the National Code 2018. Students who do not make satisfactory course progress will be at risk of being reported to Department of Home Affairs (DoHA) through PRISMS.

The Academy will inform overseas students before they begin a course about the requirements to achieve satisfactory course progress prior to their course commencement. This information is provided to students via our website www.sbta.com.au, pre-enrolment information, course information packs and student handbooks. This information is also repeated again during student orientation.

2. SCOPE

This policy applies to all students on an overseas student visa who are enrolled in a course at The Academy.

3. POLICY INTENT

Overseas students must make satisfactory course progress and, where applicable, attendance as a condition of their student visa. The Academy will ensure that it will

- ❖ monitor the overseas student’s course progress and attendance according to the requirements of their sector
- ❖ identify and offer support to those at risk of not meeting course progress or attendance requirements
- ❖ only extend the duration of an overseas student’s enrolment in certain circumstances and advise them of potential impacts on their student visa
- ❖ only deliver online learning in accordance with the online learning requirements for their sector

4. DEFINITIONS

- a) **The Academy** means The Sydney Business and Travel Academy and The Sydney English Language Academy.
- b) **Study period**– One term is defined as a study period.
- c) **Satisfactory Course Progress** means that students must achieve competency in 50% or more of the subjects during each Study Period.
- d) **PRISMS** means the Provider Registration and International Student Management System.
- e) **National Code** means National Code of Practice for Providers of Education and Training to Overseas Students 2018
- f) **Compassionate or compelling circumstances**

- ❖ Serious illness or injury, where a medical certificate states that the student was unable to attend class. The medical certificate must be from an Australian registered medical practitioner or translated in English from an overseas registered medical practitioner;
- ❖ Bereavement of close family members such as spouse, child, parents or grandparents (where possible a death certificate should be provided);
- ❖ Major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies;
- ❖ A traumatic experience which could include but is not limited to:
 - Involvement in or witnessing of an accident; or
 - A crime committed against the student; or
 - The student has been a witness to a crime and this has impacted on the student (these cases should be supported by police or psychologists' reports).

5. MONITORING OF STUDENT COURSE PROGRESS PROCESS

- a) Students are assessed during each Study Period. Every effort is made to assist the students during each study period by our trainers and assessors by providing students with continuous feedback throughout the study period.
- b) Trainers and assessors mark completed assessments and enter the outcome into ACAS (student management system). Students can view their outcomes in their student portal four (4) weeks from course completion. Students who do not submit within the designated timeframe will either receive a "Did Not Submit (DNS)" or a "Did Not Attend (DNA)" outcome.
- c) At the end of each study period, the outcomes will be reviewed by Student Services and a report will be generated which will identify those students who are at risk of not meeting their course progress. Being at risk is defined as students not achieving competency in 50% or more of their subjects in one study period.
- d) **Intervention Stage 1** - Students will be contacted by the Student Services either via phone, SMS and/or email to advise students that they are at risk of not meeting satisfactory course progress. Students will then be invited to attend an interview so that appropriate support can be discussed as the first stage of the intervention strategy.
- e) **Intervention Stage 2** - If a student is identified as not making satisfactory course progress in a second consecutive Study Period, The Academy will advise the student in writing of its intention to report the student to the Department of Home Affairs (DoHA) via PRISMS for not meeting satisfactory course progress in 2 consecutive study periods.
- f) The students will then have 20 working days to initiate The Academy's internal complaints and appeals process. (Refer to The Academy's Complaints and Appeals Policy on its website, www.sbta.com.au)
- g) The Academy will notify the relevant Department of Home Affairs (DoHA) via PRISMS of those students who have not achieved satisfactory course progress as soon as practicable where:

- ✓ the student does not access the Complaints and Appeals Process within 20 days, or
- ✓ the student withdraws in writing to The Academy from the Complaints and Appeals Process (either internal or external complaints and appeals process), or
- ✓ the student chooses not to access the external complaints and appeals process; or
- ✓ the Complaints and Appeals Process (internal and external) decision is in favor of The Academy.

6. INTERVENTION STRATEGY AND PROCESS

6.1 Intervention Steps

The Academy systematically monitors students' course progress and is proactive in notifying and counselling students who are at risk of failing to meet course progress requirements as an early intervention prior to students failing to meet their visa conditions.

- a) Early intervention is when the students are identified as being at risk if they have not achieved competency in 50% or more of their subjects during one study period.
- b) Once the student has been identified as being at risk by the Student Services Coordinator, the student will be sent a warning message via email and SMS outlining the consequences of poor academic achievement.
- c) The Student Services Coordinator will follow up with an invitation for the student to attend a formal interview to discuss suitable support services that can be provided to the student to assist the student with maintaining their visa conditions and complete their studies successfully.
- d) At the interview with the Student Services Coordinator, an appropriate intervention strategy will be negotiated with the student. This will include but not limited to:
 - ❖ Reasons for why the student is not meeting course progress;
 - ❖ Discuss suitable opportunities with the student for reassessment and academic study support;
 - ❖ Discuss the opportunity for the student to access counselling service if required;
 - ❖ Negotiate an action plan to ensure deadlines and criteria for satisfactory course progress are understood and agreed upon; and
 - ❖ Extend course duration if there are evidence of compassionate or compelling circumstances and the student is able to provide the required evidence. If the course duration is extended, the student will be advised to visit Department of Home Affairs' website to seek advice on any potential impacts on their visa.
 - ❖ Advise the student that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to the Department of Home Affairs.

- ❖ Complete the “Academic Intervention Strategy” form (copy attached as **Appendix A**) together with the student and get the student to sign the “Academic Intervention Strategy” form.
- e) A record of all interview meetings will be held electronically in the students file in the student management system. A copy of the Academic Intervention Strategy documentation will be scanned and uploaded onto ACAS in the student’s file as well.

6.2 Support Strategies

In addition to the specific support negotiated in an intervention policy, The Academy also offers the following support:

- ❖ Access to computers and WI-FI access during holiday breaks;
- ❖ Access to the Library which students can access during holiday breaks for additional resources;
- ❖ Access to a trainer and assessor during holiday break for 1:1 support if required
- ❖ Access to student counsellor

7. NOTICE OF INTENTION TO REPORT

- a) A student does not achieve competency in 50% or more of the subjects studied during their second study period, the student will be advised in writing of its intention to report the student to the Department of Home Affairs (DoHA) through PRISMS for not meeting satisfactory course progress for 2 consecutive study periods.
- b) The student will have 20 working days (from the date of the written notice) in which to access The Academy’s complaints and appeals process (refer to the Complaints and Appeals Policy available from SBTA’s website, www.sbta.com.au).
- c) If the student chooses to access The Academy’s Complaints and Appeals process the student will be allowed to remain enrolled in his or her course and continue to attend classes whilst this process is being conducted.
- d) On completion of the Complaints and Appeals process and if the process still confirms students unsatisfactory academic progress, the student will be advised formally of the student’s being cancelled.
- e) The student will then be reported to Department of Home Affairs (DoHA) via PRISMS for unsatisfactory academic progress and the student will be notified formally that they have been reported to Department of Home Affairs (DoHA).

8. RESPONSIBILITY

- ❖ CEO/PEO
- ❖ Principal
- ❖ Students Services Coordinator
- ❖ Marketing staff
- ❖ All other staff

9. ASSOCIATED DOCUMENTS

- ❖ Complaints and Appeals policy
- ❖ Pre-enrolment information
- ❖ Student Handbook

- ❖ Website
- ❖ Policies and Procedures
- ❖ Orientation documents

10. RELATED STANDARDS

- ❖ National Code 2018
- ❖ ESOS Act 2000

Approved by: Jane Koch
Position: Chief Executive Officer

Signature: 

Date: 03 June 2020

Version Control

<i>Version</i>	<i>Created by:</i>	<i>Date created / edited</i>	<i>Reason for update</i>	<i>Implementation date after circulation of draft to all stakeholders</i>
1	CEO	2016	Updated	23/3/2016
2	CEO	2017	Updated	June 2017
3	CEO	11/1/2018	Aligned to changes in the National Code 2018	17/1/2018
4	CEO	04/01/2019	Updated to add that the student has to sign the Academic Intervention Strategy and copy attached	10/01/2019

INTERVENTION STRATEGY FORM

This form is to be used by students on Conditional Academic Standing who are required to complete an Academic Intervention Strategy in accordance with the Course Progress and Intervention Strategy Policy.

STUDENT DETAILS			
Student No.			
Student's full name:			
Course name:			
Course start date:		Course end date:	
SECTION 1: INTERVENTION STRATEGY (Outline the reasons for the Intervention notice)			
<input type="checkbox"/> Attendance	<input type="checkbox"/> Course Progress	<input type="checkbox"/> Incomplete qualifications	
<input type="checkbox"/> Qualifications	<input type="checkbox"/> Qualification change	<input type="checkbox"/> Extended absenteeism	<input type="checkbox"/> Medical
Other reasons:			
SECTION 2: INTERVENTION STRATEGY PLAN AND CONSULTATION			
This Intervention strategy form is being developed to allow the student to complete their studies via a structure pathway. As such, in consultation with you, the student, discuss and agree to a strategy for a successful completion of your studies.			
What are the three (3) areas of concern that may have impacted your studies?			
1.			
2.			
3.			
Do you think the strategies discussed will help you improve your academic standing, performance and study?			
Do you think these strategies impact your Study Plan and, if so, how?)			
Will these strategies impact your current course load?			
Comments and recommendations for qualification completion			

SECTION 3: INTERVENTION STRATEGY COURSE OUTLINE								
No	Unit code/name	Proposed Start date	Proposed end date	Trainer	Proposed assessment dates	Re-enrol in UOC	Re-submit or catch-up session date	Total Fee (if required)
1								
2								
3								
4								
5								
6								
7								
8								
							TOTAL FEES	

SECTION 4: ANY OTHER COMMENTS, IF APPLICABLE

Empty box for additional comments.

SECTION 5: REVIEW OF INTERVENTION STRATEGY

Intervention strategies must be reviewed to assess students' progress.

Date of review:

Comment on continuing intervention including any new strategy:

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Date of review:

Comment on continuing intervention including any new strategy:

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6. STUDENT DECLARATION

- ❖ I,agree to undertake the Intervention Strategies as outlined above and have been reminded of my obligations to achieve satisfactory course progress as set out in the Course Progress and Intervention Strategy Policy for International students.
- ❖ I understand that the new study plan will alter the workload for the periods outlined and understand that there may be an increase workload in the future.
- ❖ I understand the services and options offered *and* available to me to assist me with the completion of my course within the course timeframe.
- ❖ I the student, acknowledge that should The Academy and myself fail to reach agreement in the Intervention Strategy consultation process, then I shall have 20 days to access the Complaints and Appeals process
- ❖ I also acknowledge that should I choose not to access the Complaints and Appeals process, then The Academy will be required to report me to the Department of Home Affairs (DoHA) at the first available opportunity.
- ❖ Should I agree with the intervention strategy, I also agree to attend all new study sessions as outlined in the above intervention strategy.
- ❖ I understand that this intervention strategy may result in new CoE for the student and in some circumstances, this may be subject to an additional fee if my course duration is increased due to the new study plan.

- ❖ I agree to any listed fees and charges on this form, and that I am required to pay these fees prior to commencement.
- ❖ The Academy accepts that by signing this agreement they are bound to the strategies agreed upon and that no further changes can be made without first consultation with the student.

Student's signature: Date:

OFFICE USE ONLY

Proposed meeting date/s:

Date: Time:

Follow up meeting date: Time:

Student accepted: Yes No Filed: Yes No Entered in ACAS: Yes No

Student refused to sign: Yes No

Signed by Student Services Coordinator:

Name:

Signature: Date:

Signed by Principal:

Name:

Signature: Date: