



# INTERVENTION STRATEGY (STUDY PLAN) POLICY

## Policy objective

This policy provides guidelines for monitoring international student's course progress in line with National Code standard 8 to monitor the course progress for each international student.

## Responsibility

Principal Executive Officer (PEO) will be responsible for the implementation and monitoring of the policy and to ensure that staff and students are aware of its application and procedures.

## Scope

This policy applies to international students enrolled in courses offered by the Kensington International College (KIC).

## Policy and procedure

1. KIC will monitor record and assess the course progress of each student for the course in which the student is currently enrolled.
2. KIC will assess each student's progress at the end of each unit.
3. Unsatisfactory course progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in a study period and such student will be defined at risk of not meeting satisfactory course progress requirement those who are not successfully completing or demonstrating competency in at least 50% of units
4. When a student has not passed in 50% units of the course requirements KIC will initiate the **Intervention Strategy (Study Plan)** for any student who is not making satisfactory course progress at the end of every units, or sooner if deemed appropriate, as recorded in the student's results each unit.
5. The Intervention Strategy (Study Plan) Policy is made available to staff and students specifies:
  - a. procedures for contacting and counselling students;
  - b. strategies to assist identified students to achieve satisfactory course progress; and the process which the Intervention Strategy (Study Plan) is activated
6. If a student is identified as not making satisfactory course progress in a **second consecutive compulsory unit** in a course, KIC will notify the student of its intention to report the student to Department of Home Affairs (DHA) for unsatisfactory course progress. KIC does this through the written notice to student and also student have an option to take complaints and appeals procedures

KIC will maintain and monitor student's Intervention Strategy (Study Plan) throughout the duration of the qualification. KIC will put in place all required student support services to assist them in achieving the desired results. Students are expected to achieve a minimum of **50% pass rate** at the end of each compulsory unit.

## Intervention Strategy (Study Plan)

The Intervention Strategy (Study Plan) will specify what additional support will be provided to students at risk of not meeting satisfactory course progress requirements. Strategies for assisting students at risk could include, but are not limited to, the student: attending academic skills programmers;

- attending tutorial or study groups;

- receiving individual case management;
  - attending counselling;
  - receiving assistance with personal issues which are influencing progress;
  - receiving mentoring;
  - being placed in a suitable alternative subject within a course or a suitable alternative course; or
  - a combination of the above and a reduction in course load.
1. The Intervention Strategy (Study Plan) will 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 or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
  2. Advising students that unsatisfactory course progress in two consecutive study units for a course could lead to the student reporting to DHA via PRISMS.

### **Procedures for monitoring Intervention Strategy (Study Plan) & managing student Intervention**

- Students will have to maintain a 50% pass rate throughout the course requirement and progress will be monitored for each unit of study period. The student pass rate / competency will be demonstrated at the end of every unit, once the trainers have submitted the results of the unit to the administration department.
- An Intervention Strategy (Study Plan) could be activated by KIC's authorized staff member to contact the student via letter / phone / email.
- The Student Services Officer (SSO) or Academic Manager will identify and contact students via letter / phone / email who have been marked Not Yet Competent (NYC) and if KIC identifies that a student is at risk of making unsatisfactory course progress before the end of the unit, the SSO will implement KIC's Intervention Strategy (Study Plan) as early as practicable.
- The SSO or Academic Manager will invite the student to a personal interview / counselling session by SMS, email or personal contact after receiving assessment results or after consultation with a trainer to understand the reasons causing an Intervention Strategy (Study Plan). The SSO or Academic Manager will make recommendation / propose solutions to the students to improve their performance.
- The SSO or Academic Manager will make notes of the meeting in the student management system for future reference and complete a "Intervention Form (Academic Progress)".
- Students failing to maintain the minimum course progress standard will be issued with a **first warning letter**, the student will be initially given an opportunity to discuss their reasons / problems with the SSO or Academic Manager for their failure to achieve the minimum Intervention Strategy (Study Plan). This letter provides an opportunity to the student to discuss his/her situation with the Student Services office. The SSO or Academic Manager will counsel the student and seek clarity on the issues and address any of their concerns. This is an Intervention Strategy (Study Plan), where the SSO or Academic Manager discusses the issues revolving around student's failure to meet minimum Intervention Strategy (Study Plan) requirements. The SSO or Academic Manager also informs the student that he/she will run a risk of his/her failing the course.

- The SSO or Academic Manager acts as a point of contact and offers initial and basic support to students on matters and issues that fall within his/her capacity. However, if the SSO or Academic Manager considers the needs of professional counselling or support services for the student, then KIC will seek or recommend professional counselling agency to the student.
- The SSO or Academic Manager will execute measures to rectify the issues to the best of his/her ability and monitor student's progress in the following unit. This will be recorded in "Intervention Form (Academic Progress)", which will be completed by the SSO or Academic Manager after meeting with the student.
- However, if the student continues to under achieve in a second consecutive unit and is deemed **Not Yet Competent**, despite attempts by the institution to assist him/her in his/her learning, following confirmation of assessment results, the Student Services office or Academic Manager will issue the student an "**Intention to report letter**" via email, post or personal contact. This letter will state that the student's pass rate is lower than 50% for two consecutive units and he/she does not meet the minimum requirement as prescribed by course progress policy.
- Students will have the opportunity to access KIC's complaints and appeal process within the next 20 working days of the "**Intention to report letter**" being issued to explain the reason why this decision should not be imposed by KIC. Please refer complaints and appeals policy for internal and external appeals in the website: [www.kic.edu.au](http://www.kic.edu.au)
- A student may appeal on the following grounds:
  - a. KIC's failure to record or calculate a student's marks accurately,
  - b. compassionate or compelling circumstances, or
  - c. KIC has not implemented its Intervention Strategy (Study Plan) and other policies according to its documented policies and procedures that have been made available to the student.
- Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process
  - a. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), and there is no requirement for intervention.
  - b. If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through the provider's Intervention Strategy (Study Plan)
- Where:
  - a. the student has chosen not to access the complaints and appeals processes within the 20 working day period,
  - b. the student withdraws from the process, or
  - c. the process is completed and results in a decision supporting KIC (i.e. the student's appeal was unsuccessful) then KIC will notify the student of not achieving satisfactory course progress.

The student will be notified of their right to an external appeal and the fact that they have 20 working days in which to lodge that appeal. The student is required to provide the college of proof of lodgement of the external appeal within 5 days of its lodgement. If the student is enrolled, their enrolment will be maintained during the appeal period.

