



## INTERVENTION POLICY

### PREAMBLE

The College is committed to the delivery of high quality academic outcomes for students through the regular monitoring and assessment of student progress and through the provision of high quality support. Standard 8 of the National Code requires the College to “systematically monitor students’ course progress” and be “proactive in notifying and counselling students who are at risk of failing to meet course progress requirements”. This Policy sets out the means by which the College meets that commitment, and ensures that the legislative requirements of the National Code are met.

### DEFINITIONS AND ACRONYMS

“**CoE**” means the confirmation of enrolment.

“**College**” means Australian Pacific College and English Unlimited.

“**ELICOS**” means English Language Intensive Courses for Overseas Students.

“**National Code**” means the National Code of Practice for Providers of Education Training to Overseas Students 2018.

“**Policy**” means this Intervention Policy.

“**PASS**” means Progression And Support System.

“**PRISMS**” means the Provider Registration and International Student Management System.

“**Study Period**” means:

- a) ELICOS students - the lessor of 6 months or half the length of the CoE for the course; and
- b) VET students - 1 term, or where the course is 1 term in length or shorter, 2 consecutive subjects.

“**Underage Student**” means a student of the College who is under the age of 18 years (calculated from the time of the student’s date of birth) at the date of enrolment with the College.

“**VET**” means Vocational Education and Training.

### 1. MONITORING OF STUDENT PROGRESS

- 1.1 The College will assess, record and monitor the course progress of each student during and at the end of each Study Period. The College records the academic achievement of each student in the Student Management System. At the end of each



Study Period a list will be generated (for the College) of students who are at risk of not making satisfactory academic progress.

- 1.2 An “at risk” student is a student who does not achieve competency in 50% of their subjects (VET students), and/or has not made satisfactory course progress (ELICOS students) in any given Study Period.
- 1.3 The College has in place an intervention strategy for students who are “at risk”.

## 2. “AT RISK” PROCEDURES AND INTERVENTION STRATEGY FOR VET STUDENTS

2.1 VET Students identified for the first time as “at risk” will be sent a message (either via email or SMS) outlining the consequences of poor academic achievement and will be coded in the student management system as at the “intervention stage”. VET Students will be advised that unsatisfactory course progress in two consecutive Study Periods could lead to the student being reported to the relevant Government authority and cancellation of their visa depending on the outcome of any appeals process.

2.2 The VET students “at risk” will be required to attend an intervention meeting with the designated College staff where an appropriate intervention strategy will be negotiated. This may include:

- identification and implementation of support strategies to enhance the student’s progress;
- a recommendation that the student seek appropriate personal and/or academic support from within or outside of the College;
- regular feedback from academic staff that may include discussion, continuous (perhaps informal) assessment to track progress;
- peer and self evaluation;
- counselling to consider alternative programs at another provider;
- other such support as deemed appropriate in light of the academic and/or personal difficulties facing the student; and/or
- extending the student’s course duration (subject to the student’s Visa specifications).

2.4. A record of all counselling sessions and the specific support decisions will be held on the student’s file.

## 3. PROCEDURES FOR ELICOS STUDENTS EXPERIENCING PROGRESSION ISSUES OR ARE ‘AT RISK’.

3.1 ELICOS Students who are identified by teachers as:

- a) progressing slowly through a level; or
- b) not achieving good results in their weekly class tests; and/or
- c) does not pass two (2) Course Progress Tests;



will be reported to an Assistant Academic Manager or Academic Coordinator who will set up additional language support and formulate a study plan. The study plan may include additional homework or out of class language activities, attending additional catch up classes and one-on-one language support.

- 3.2 Where an ELICOS student continues to have difficulties and is identified as having not passed a further two (2) consecutive Course Progress Tests within a Study Period the student is referred to the Assistant Academic Manager to have an intervention strategy implemented. The student is considered 'at risk' and will be warned of the consequences of their poor academic achievement and that if they fail to pass a further two (2) Course Progress Tests it could lead them to being reported to the relevant Government authority and cancellation of their visa depending on the outcome of any appeals process.
- 3.3 Where an intervention strategy has been implemented the ELICOS student will continue to be monitored by academic management to help the student comply with the intervention strategy.
- 3.4 Where the ELICOS student fails to achieve satisfactory course progress after the intervention strategy, the College may take steps to report the student to the relevant government authority in accordance with this Policy

#### **4. SUPPORT STRATEGIES**

- 4.1 In addition to specific support negotiated in an intervention meeting (refer to clauses 2.2 and 3.1 above), the College also conducts at various times:
- subject specific help desks and workshops outside of normal class contact hours for VET students;
  - PASS when appropriate for VET students;
  - one-on-one language support for ELICOS students; and
  - additional catch-up classes for ELICOS students.

#### **5. INTENTION TO REPORT**

- 5.1. A VET student in "intervention stage" who fails to achieve competency in 50% of the subjects studied in the following term or an ELICOS Student who has not made satisfactory course progress in accordance with clause 3.2 above, will be deemed to be making unsatisfactory course progress and move to the "intention to report stage".
- 5.2. The student will be provided with a written notice of intention to report for unsatisfactory course progress to the relevant Government authority, reasons for the intention to report and inform them that they are able to access the College's student complaints and appeals processes. The student will have 20 working days (from the date of the written notice) in which to access the College's complaints and appeals process (refer to the Student Complaints and Appeals Policy).



- 5.3. Whilst this process is being conducted the student will be permitted to enrol and attend classes and will be placed on an “intention to report stage” condition for that Study Period (and any subsequent Study Period until the completion of the appeals process).
- 5.4. The student’s enrolment will be terminated, and reported to PRISMS for unsatisfactory academic progress if/on:
- expiry of the period (as noted in clause 4.2 above) without the student accessing the process, or
  - completion of the appeals process (the College’s internal appeals process and any external appeals process) confirming unsatisfactory academic progress, or
  - the student has chosen not to access the external complaints and appeals process, or
  - the student withdraws from the College’s or the external appeals processes by notifying the College in writing.

## 6. COMPLAINTS AND APPEALS

- 6.1 Where a student objects to a recommendation for reduced study load or the implementation of the College’s Intervention Policy they may initiate an appeal under the Student Complaints and Appeals Policy.

## 7. IMPACT OF THE INTERVENTION PROCESS ON COMPLETING THE COURSE WITHIN ITS EXPECTED DURATION

- 7.1 A student’s CoE may be extended if the College has implemented this Policy because the student is at risk of not meeting satisfactory course progress and it becomes clear that the student will not complete their course within the expected duration of the course (refer to the College’s Completion within Expected Duration Policy).

## 8. ACCESS TO THIS POLICY

- 8.1 Details of the College’s intervention strategy and the Progression and Academic Support System (PASS) will be made available to staff and students at induction/orientation and via publication on the College’s websites [www.apc.edu.au](http://www.apc.edu.au) and [www.eu.edu.au](http://www.eu.edu.au).

## 9. UNDERAGE STUDENTS

- 9.1 Once an Underage Student is identified as ‘at risk’ by the College in accordance with this Policy, the Study Progress team will inform the Underage Student’s AM and Campus Manager. The Study Progress team will manage and counsel the Underage Student through the intervention process and keep the Campus Manager informed.



- 9.2 All written communication to the Underage Student about the intervention process must be copied to their parent/carer and stored in the Student Management System. All verbal communication with the Underage Student must also include the student's parent/carer and Campus Manager.

## POLICY REVIEW

This policy will be reviewed as part of the three year policy review cycle.

## RELEVANT LEGISLATION

This document references the following legislation, regulations, codes and standards:

Relevant Legislation/codes/standards	
<b>Commonwealth</b>	National Code of Practice for Providers of Education Training to Overseas Students 2018. Education Services for Overseas Students Act 2000 (Cth).

## RELATED POLICIES AND PROCEDURES

This document references the following College policies and/or procedures:

Related Policies and Procedures	
<b>Policies</b>	Complaints and Appeals Policy VET Course Progress Policy ELICOS Course Progress Policy Intervention Strategy Process Completion within Expected Duration Policy

## KEYWORDS

<b>Keywords</b>	Monitoring, assessment, 'at risk', intervention strategy, unsatisfactory course progress
-----------------	--

## POLICY OWNER

<b>Policy Owner</b>	Learner Experience Unit
---------------------	-------------------------

## POLICY/PROCEDURE HISTORY

Policy History			
Current version	Current version	Author	Description of changes



	release date		
Intervention Policy v1.9R	18 May 2015	Sharon Luhr	Original Document
Intervention Policy v2.0R	29 June 2017	Sara Gaudry	Full update in accordance with the Policy and Procedure Template and Guidelines for Drafting Policies and Procedures
Intervention Policy v2.1R	7 August 2017	Sara Gaudry	Approved and released by Executive Committee
Intervention Policy v2.2R(APC/EU)	December 2020	Sara Gaudry	Update in accordance with the National Code, removal of APTT and general review
Intervention Policy v2.3R(APC/EU)	May 2021	Youngeun Song	Updated to incorporate new PASS program
Intervention Policy v2.4R(APC/EU/A PC Design School)	June 2022	Sara Gaudry Marta Setkowitz	Under 18 year old students review and addition of clause 9