

STUDENT AT RISK: ATTENDANCE, COURSE PROGRESS, AND INTERVENTION STRATEGY POLICY AND PROCEDURE

1. INTRODUCTION

The College is committed to ensure that student's attendance and course progress are in line with the requirements of the course of study. Students who are at risk of not making appropriate course progress will be the subject of this Intervention Strategy and a subsequent Study Plan.

2. PURPOSE

The purpose of this policy and procedure is to provide a framework for staff dealing with students at risk to ensure a suitable and timely Intervention Strategy is applied and that the student is supported and monitored to ensure compliance with the course progress requirements.

3. SCOPE

The scope of this policy applies to all students at the college.

4. STUDENT ATTENDANCE

4.1 Students are required to attend eighty percent (80%) of their classes, unless there are circumstances such as COVID-19 situation justifying a lower than required percentage. The attendance policy forms part of the course progress requirements for the college.

4.2 Students who attend less than eighty (80%) percent of their classes will be contacted by the Unit Co-Ordinator in the first instance to discuss reasons for absence. The student and the academic staff member attempt to address the attendance problem at the local level.

4.4 In the event absence continues, the academic staff member may refer the matter to the Academic Manager or other college authorised officers for purposes of contacting the student and devising an Intervention Strategy.

- 4.5 The college places emphasis on the face-to-face communication that attendance of classes engenders and believes that a strong correlation exists between class attendance and academic performance.
- 4.6 Students who do not abide by the terms of an Intervention Strategy, Study Plan and/or other course progress requirements may be sent a letter informing them of the college's intent to report a lack of course progress to the Department of Home Affairs. This may subsequently lead to the college contacting the Department to report the student.
- 4.7 Students experiencing challenging personal circumstances that may have led to the absenteeism are encouraged to contact the Student Counsellor as soon as practical to discuss their specific case.

5. COURSE PROGRESS

- 5.1 The college takes student's course progress seriously given its central role in ensuring students achieve consistent progress in their study. Each Unit has a range of assessments during the term. A trimester runs for twelve (12) weeks and will generally consist of three (3) assessments per Unit. Most Units will also have a final exam, which usually takes place in week 14 of the Trimester.
- 5.2 The criteria to which a student's progress is applied are:
 - a. Completion of assessments (lodged on time, success in passing the assessment)
 - b. Student attendance (the student attends eighty (80%) percent of the lessons for a unit).
- 5.3 Students who do not show satisfactory progress due to one or both of the progress criteria will be contacted on the first instance by the academic staff member delivering the unit. The student and academic member will attempt to address the issue at the local level.
- 5.4 If progress is not achieved, the academic staff member will refer the student to the Academic Manager, who will meet with the Student and agree on a set of suitable Intervention Strategies for the student. A Study Plan for the student is also devised. The student may have to attend compulsory classes or undertake homework or other activities to enable them to return to acceptable course progress levels. This may also include completing a declaration regarding course attendance.

6. INTERVENTION STRATEGIES

- 6.1 Some of the ways in which the college support the student at risk when undertaking an Intervention Strategy are:
 - Counselling
 - Attending extra tutorials

- Attending one on one sessions with a lecturer or tutor
- Attending additional group classes
- Attending a Peer Student Support (PSS) session (see below)
- Appointment of a student mentor
- Attending language support sessions
- Completing a declaration of attendance reform
- Agreeing to specific Study Plan
- Agreeing to specific study achievement milestones
- Other academic measures as deemed necessary by the college

6.2 The steps the college takes when undertaking the Intervention Strategy include:

- Contacting the student to ascertain the reasons for the lack of course progress.
- Discussing the course, its learning outcomes, its future subjects and being candid about the direction of the course versus the student's own goals and if they have changed.
- In most cases, a Study Plan will be agreed with the student and signed by both the student and the Academic Manager or the authorised college officer. This step is taken if it is ascertained that the course goals, direction and future units continue to be aligned with the student's goals and future direction.
- The Study Plan will outline specific steps to be taken by the student and those that the college will do to improve student performance and re-align it to the course progress requirements.
- The Study Plan will be implemented and monitored for progress. This may lead to weekly meetings or more regular meetings with the Academic Manager or other authorised college officer.

6.3 Intervention strategies may further be escalated if change is not forthcoming, and instances of escalation are taken seriously by the college. In the event that avenues to support the student have not yielded the required result, the college may write to the student informing them of a potential breach in their Student Visa conditions, due to a lack of course progress. This may be escalated further where the college may report the student to the Department of Home Affairs as required by law.

6.4 The best way to avoid falling behind in studies is for the student to contact the academic staff member teaching the subject and to speak with the Student Academic Support Officer early in the term if they are experiencing difficulties.

6.5 English language classes as well as academic writing classes are run weekly at the college and are free. Further information regarding these classes is available in your timetable.

6. STUDY PLAN

- 6.1 A copy of the Study Plan will be used in the Intervention Strategy and this Plan will be maintained by the college on file for future reference should a new case of Intervention be required.
- 6.2 The student is alerted to the fact that not making satisfactory course progress is a serious matter and may lead to the reporting of the student, by the college, to the Department of Home Affairs.
- 6.3 It is anticipated that students undergoing an Intervention Strategy will give the matter the attention it deserves and will work to enhance their course progress.
- 6.4 The Intervention Strategy will be implemented for the maximum period 10 (ten) weeks in total. From the judgement of the Academic manager, that the student does not accept or take the Intervention seriously, or not respond to it positively, the process advances to the next step, which is *Intent to Report Notice*.

7. INTENT TO REPORT NOTICE

- 7.1 Should the student not make satisfactory course progress after the Intervention Strategy including the Study Plan is implemented, the college will send the student a written notice of *Intention to Report* the student to the Department of Home Affairs for failure to make course progress.
- 7.2 The letter to the student will contain information on accessing the appeals process. If the student believes that they have been treated unfairly, they may make an appeal through the Complaints and Grievances system at the college.
- 7.3 Students who do not cooperate with the college or abide by the college rules on attendance, study progress and intervention strategies, may be directed towards the process of intent to report notice.
- 7.4 After the relevant process and timetable is met, the College proceeds with the submission of the Report to the Department of Home Affairs.

8. STUDENT WELFARE

- 8.1 Student life is not always easy and the college understands some of the personal pressures that can engulf students.
- 8.2 The college has a Student Counsellor who is available on campus every day of the week. This professional can help students with personal matters that may affect their studies or well-being in general. These

may include, but are not limited to, relationships, family issues, financial concerns, health concerns or simply feeling home sick.

- 8.3 It is a important for students to speak with the counsellor early on if they are facing personal challenges. The service is confidential and the counsellor is able to liaise with academic staff and with the Student Academic Support Officer on students' behalf, should this be required.
- 8.4 The counsellor's details are shown in the "College Team" section of this handbook.

9. PEER SUPPORT

- 9.1 The college also has a peer support system that encourages and rewards students who are academically competent to assist their colleagues through support classes, subject matter assistance and assignment support. This peer support is not a replacement for the Student Academic Support Officer or their lecturer or tutor but is intended to provide a further avenue for students to explore by working with their academically capable peers. These peers are referred to as Peer Support Students (PSS). PSS applications are available from the college for students wishing to enlist to assist their peers. PSS activities are paid by way of an honorarium to the PSS and the college provides classroom facilities at no cost.
- 9.2 PSS sessions are advertised in advance via the notice board and the Learning Management System, and PSS members are expected to uphold professional standards and run useful sessions that are viable and take the subject matter seriously. PSS sessions are not a replacement for the student completing their own work and managing their own assignments. It is intended to provide academic peer support and some guidance.
- 9.3 Concerns over a PSS program can be relayed to the Academic Support Officer.