

Policy Number & Name: RTOPRO050 Early Intervention Strategy for International Students

Policy Area: Crown College International – International Students Only

Authorised by: Internationalisation Advisory Committee

CRICOS Provider No 03582D

Organisation Definition:

Crown Melbourne Limited trades as Crown Melbourne Limited, Crown College and Crown College International. For the purpose of this policy, any reference to Crown College, or the “college” should be considered a reference to any of these respective trading names.

1. Policy

1.1 Standard 10.4 of the National Code 2007 requires that Crown College International systematically monitors all international students’ course progression and to be proactive in advising and counselling students who are at risk of failing to meet their course progress requirements.

2. Scope

2.1 This policy and accompanying procedures applies to all international students on a student visa undertaking study with Crown College International.

3. Responsibility

3.1 It is the responsibility of the Academic Manager, with support from the International Student Support Officer to implement this policy. The Group Manager, Operations will be required to support the Academic Manager in making final decisions regarding a student’s enrolment.

4. Procedures

4.1 Early Intervention Strategies for international students at risk of not completing their course within the stated expected duration of study will be implemented where the student has been deemed not yet competent in 50% or more of the units of competency undertaken in any study period (term).

4.2 Determining Satisfactory Progress

4.2.1 Initial Risk Assessment – a student will be initially classified as not making satisfactory course progress by the following indications:

- i. Where it has been observed by the relevant trainers and assessors that a student is not attending classes or practical placements
- ii. Where it has been identified by the relevant trainers and assessors that a student is not performing suitably in assessment tasks
- iii. Where it has been identified by the relevant trainers and assessors that a student is not submitting assessment tasks on time, or not at all.

4.2.2 When a student has been identified initially of not making satisfactory course progress e.g. where they are not attending classes or practical placements, or not submitting assessment tasks, the lead trainer and assessor for the course will speak directly with the student and apply intervention strategies as appropriate, including:

- i. Providing academic support via tutorials or study groups
- ii. Providing individual case management
- iii. Organising for counselling services to assist with support and welfare services if required
- iv. Organise suitable mentoring services
- v. Arranging placement in a suitable alternative unit of competency within the course if available or a suitable alternative course if available
- vi. A combination of the above services.

4.2.3 A student File Note of all actions undertaken will be included on the student file and the International Student Support Officer and the Academic Manager will be advised.

4.3 Final Risk Assessment - a student will be monitored and considered at serious risk of not making satisfactory course progress by:

- i. Having not achieved 50% of the units of competency in which they are enrolled in any given study period (term)
- ii. Having not achieved competency after secondary re-assessment
- iii. Not having achieved conditions set out by the relevant training package including placement requirements when relevant.

4.3.1 When a student has been identified as at serious risk of not making satisfactory course progress, the International Student Support Officer will advise the student in writing that they are at serious risk of not making satisfactory course. In consultation with the Academic Manager and relevant suitable counselling providers, the student will be required to attend a course counselling interview and fortnightly intervention meetings.

- 4.3.2 At the course counselling interview, academic and non-academic issues will be discussed, solutions sought and the following intervention strategies put in place where appropriate to the circumstances of the student:
- i. Attend provided tutorials or study groups
 - ii. Student attendance timetables to be looked at and changed if appropriate or possible and “catch up “units be undertaken if possible
 - iii. A study timetable be developed and provided to the student
 - iv. Attend further case management meeting fortnightly for the current study period;
 - v. A fortnightly academic involvement report be provided by relevant trainers/assessors
 - vi. Resitting of missed assessments where appropriate
 - vii. Follow up on recommended counselling services to assist with support and welfare services if required
 - viii. Follow up on suitable mentoring services
 - ix. Be placed in a suitable alternative unit of competency within the course if available, or a suitable alternative course if available
 - x. A combination of the above services.
- 4.3.3 At the fortnightly intervention meetings, the following will be reviewed with the student:
- i. Attendance in the preceding period
 - ii. Academic involvement in the preceding period
 - iii. The implementation of the study timetables
 - iv. Attendance to counselling services where appropriate.
- 4.3.4 Students will be required to accept the intervention strategy proposed by Crown College International that is recorded in the Intervention Strategy Form by signing the completed form.
- 4.3.5 Students failing to attend the intervention course counselling interview without a reasonable reason will be sent the next warning letter/intention to report letter by post and email and a copy will be kept in the student’s file.
- 4.3.6 Students failing to attend the follow up fortnightly course counselling meetings without a reasonable reason may be sent an Unsatisfactory Course Progress Final Warning Letter/Intention to Report letter by post and email and a copy will be kept in the student’s file.
- 4.3.7 Non-compliance with the Intervention Strategy will be taken into consideration in decisions regarding further or continued enrolment in the course.

4.3.8 A File Note of all actions undertaken will be included on the student file and the International Student Support Officer and Academic Manager will be advised. If further action is required, this will be undertaken.

4.4 Reporting of Students via PRISMS

4.4.1 When an international student is assessed as not achieving satisfactory course progress, Crown College International will advise the student in writing of its intention of reporting the matter to the Department of Immigration and Border Protection (DIBP). The written notice will inform the student that they are able to access Crown College International's Complaints and Appeals process as per Standard 8 (Complaints and Appeals) and that they have 20 working days in which to do so.

4.4.2 If the student chooses not to access the Complaints and Appeals process within the advised timeframe; or withdraws from the process; or if the process is completed and this results in an outcome that supports Crown College International's decision to report the student, Crown College International will notify via PRISMS, as soon as possible, the outcome of the student not achieving satisfactory course progress.

4.4.3 The International Student Support Officer will advise the student in writing of:

- i. Crown College International's intention to report the student for not achieving satisfactory course progress
- ii. Their right to access the Complaints and Appeals process.

4.4.4 If all rights of appeal are taken and Crown College International's decision to defer or cancel is upheld, the International Student Administrator will advise, via PRISMS, as required under Section 19 of the ESOS Act, that the student's enrolment is suspended or cancelled.

4.4.5 The student will be advised in writing, of the cancellation of their enrolment and they will be issued a Notice of Cancellation as per the ESOS Act.

5. Related Documents

Monitoring Course Progress Policy
Student Attendance Policy
Complaints & Appeals Policy
Intervention Strategy form
Unsatisfactory Course Progress Final Warning Letter

6. Policy Publication

All policies and procedures that are applicable to prospective students and enrolled students (domestic or international) and all relevant organisation employees/contractors are made available on request at all times, and form part of the induction and orientation for employees/contractors and students and are made available via the website (where appropriate), student administration/management systems, learning management system and internal electronic systems.

7. Definitions

International Student/Overseas Student – is a person who is a holder of a student visa undertaking study in Australia.

8. Amendment Schedule

Table detailing any amendment made to the policy between review dates:

Date	Modification	Version	By

Document ID RTOPRO050	Version No 1.0	Controlled copy, uncontrolled when printed
Release Date Jan 2017	G:\HR\TRAINING\4. CROWN COLLEGE - INTERNATIONAL\POLICIES & PROCEDURES\RTOPRO050 Early Intervention Strategy for International Students.docx	