

Overseas Student Intervention Policy

1 PURPOSE

The purpose of this policy is to ensure that suitable, fair and transparent intervention processes are in place for overseas students at risk of not meeting their academic progress or attendance requirements. This policy and the related procedure support FIT Education by providing a documented process for assisting at risk students with a pathway to re-engage with their learning in order to meet their study targets within the required course duration. (7.1)

The policy has been developed to meet requirements in accordance with The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 8

2 SCOPE

All overseas students at FIT Education will have access to appropriate support from FIT Education Student Support to assist them to meet their course requirements. Under certain conditions intervention may be required to assist overseas students to meet their course requirements. This policy and the corresponding procedure are to be made readily available to all staff and students.

3 DEFINITIONS

Compassionate or compelling circumstances	Extenuating circumstances which are usually beyond the student's control and impact upon the student's progress or wellbeing. This including but not limited to serious injury or illness, bereavement, being a victim of crime or traumatic experience .
Exclusion	The student cannot enrol in a course at the same or higher level for the period of exclusion.
Exclusion Notice	A letter of notification issued to a student informing the student that they are excluded from their course
Intervention Strategy Plan	The individual plan to provide academic support and/or assistance to a student identified as being at risk of not achieving satisfactory course progress in the current or previous study period.
Overseas/ international student	A student of FIT Education who holds an Australian Student VISA, and is enrolled in a CRICOS registered course.
PRISMS	An acronym for Provider Registration and International Student Management System used to process information given to the Department by registered providers.

Satisfactory course progress	Demonstrated competency in more than fifty percent (50%) of the enrolled units of competency within a teaching period, is deemed to have satisfactory progress.
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4 POLICY STATEMENT

FIT Education is committed to supporting student success and achievement through monitoring student progression. FIT Education will implement Intervention Strategies for students not meeting the course requirements as soon as progression issues arise. This can be a result of a critical incident, failure to complete required assessments or through poor attendance. Every student Intervention strategy is developed and reviewed separately for that individual student to ensure fairness, equity and access.

4.1 INTERVENTION STRATEGY PLANS (8.16.2, 8.9.4, 8.12.3)

The Intervention Strategy Plan is a written plan and agreement to be signed by both the student and an approved staff member. This plan is developed in consultation between the student, student support and the trainer/assessor(s). The Intervention Strategy Plan specifies actions and approaches to manage student's progress, timeframes and targets, so that the student may still complete their course within the period of their CoE.

4.1.1 FIT Education will review the academic progress of each student via the Student Management System and record of attainment documents. This will allow FIT Education to identify 'AT RISK' students and whether:

- The student has not achieved (or is at risk of not achieving) competency in more than 50% of the units within the study period, and/or
- The student has or is at risk of failing to meet the attendance requirements of their VISA.
- The student has been identified as unable to complete, or at risk of not completing the course in the required duration.

4.1.2 Students who are identified as 'AT RISK'

- a) will be contacted by the Course Co-ordinator written letter and advised that they are risk of not meeting satisfactory course progress (Warning Letter). The student will be invited to attend an interview to discuss appropriate support as the first stage of the intervention strategy.
- b) At this interview FIT Education will attempt to ascertain the reasons for the student not being assessed as Competent and/or not meeting their progress and attendance obligations.
- c) An individualised intervention plan will be formulated to implement remedial actions to assist the student.
- d) If the student does not agree with the Intervention plan or process, they shall have 20 days to access the Complaints and Appeals process.

4.1.3 Students who are identified as at risk and receive a warning letter will be placed on an Intervention Follow up Register.

- a) This register is to be maintained by the Administration Co-ordinator for each study period.
- b) CEO is to sign each Intervention Follow up Register before they are filed ensuring all actions have been completed or have been referred to the Administration Co-ordinator for further processing.

4.1.4 In the event FIT Education varies a student's workload or expected duration of study on completion of the Intervention process, FIT Education will:

- a) Record the variation in the Student Management System and in the students file.
- b) Provide a new course schedule detailed within the intervention strategy form.

- c) If a new CoE is required client is referred to Administration Co-ordinator.
- d) Administration Co-ordinator reports this variation via PRISMS.

4.1.5 FIT Education will also advise the student to contact Australian Department of Home Affairs to discuss any issues with their VISA requirements providing avenues for appeal have been allowed and as set out in Standard 8, (see Progress, Completion and Attendance Policy)

4.1.6 The intervention strategy must include provisions to advise the student about:

- a) the suitability of the course in which they are enrolled
- b) opportunities to be reassessed for tasks in units in which the student has not yet demonstrated competency
- c) that unsatisfactory course progress in two consecutive study periods of their course could lead to the student being reported to Australian Department of Home Affairs and cancellation of their VISA, dependent upon the outcome of any appeals process

4.1.7 Strategies for Intervention may include, but are not limited to:

- Extra Tuition
- Modifications in workload
- Support with applying effective study strategies
- Support with implementing time management skills
- Implementing a plan for student to submit assignments or complete assessments within a certain timeframe
- Regular scheduled meetings between student and academic/support staff to review progress prior to the end of the next study period
- Review enrolled units/course and changing the student's enrolment to another subject area if this is agreed between the student and FIT Education
- Student attending make-up classes or workshops. These may be regular scheduled classes, classes scheduled for another group or classes/workshops provided during holiday breaks for the purpose of catching up
- Organising meetings with trainers
- Extension in course duration
- Mentoring programs
- Access to counselling services
- Referral to other support services and agencies or available study skills workshops, academic counselling, English language support
- Referral and introduction to student guilds, groups and support groups
- Any combination of the above options as determined in the intervention interview as appropriate for the student's needs.

Some of the above options may attract additional fees depending on the student's personal circumstances. Students will be advised of additional fees, and will agree to pay additional fees prior to engaging such services.

4.2 EXCLUSION

Where necessary a student may be excluded from proceeding units of competency or admission into further studies at the same or higher levels until the intervention actions are carried out and all requirements of the course (or pre-requisite units) have been met. In such instances the student will receive an Exclusion Notice with reasons for and duration of exclusion period as well as conditions for re-inclusion.

Conditions are typically the successful completion of a course within the set duration and/or pre-requisite units or industry work placements as required.

It should be noted that the student must still complete their course within the set duration of the eCoE, despite exclusion and re-admission built into their intervention plans. If this is not possible, the student must re-enrol.

4.3 RE-ADMISSION

If a student has been excluded they may not enrol in a course at the same level or a higher level for the period of exclusion.

When applying for re-admission after the exclusion period, a student must apply formally and their application will be considered in relation to the entry requirements and the overall demand for places in that course of study.

5 RESPONSIBILITIES

The CEO of FIT Education has responsibility for development, review, monitoring, evaluation, implementation and approval of all FIT Education Policies.

6 RELATED LEGISLATION AND REGULATIONS

- * The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 8
- Standards for Registered Training Organisations (RTOs) 2015
- Migration Act 1958 (Commonwealth)
- Education Services for Overseas Students Regulations 2001
- Education Services for Overseas Students Act 2000

7 RELATED POLICIES, PROCEDURES AND DOCUMENTS

- Progress Completion and Attendance Policy and Procedure
- Complaints and Appeals Policy and Procedure

Intervention Strategy Procedure		
STEP 1 – Early Intervention		
No.	Who	Actions
1.1	Course Co-ordinator	<ul style="list-style-type: none"> a) Students at risk are identified at the close of each study period. Students are identified as being at risk if they have not achieved competency in 50% or more of their units of competency during one study period, or; if they are failing to meet the attendance requirements of their VISA, or: if they are at risk of being unable to complete the course in the required duration b) Unsatisfactory progress warning letter is sent to student. c) Student may be invited to attend a meeting to discuss appropriate support as the first stage of intervention. d) Student details are entered into the Intervention Follow-up Register
1.2	Student	Student responds to warning letter or contacts FIT Education independently
1.3	Course Co-ordinator Student	<ul style="list-style-type: none"> a) Intervention meeting time and date confirmed if required b) Intervention meeting conducted and key points recorded c) Student and Course Co-ordinator agree on a course of action to achieve positive academic progress. d) Student and Course Co-ordinator agree on updated training plan if required e) Student and Course Co-ordinator agree on any additional Fees if required
STEP 2 – Acknowledgments		
No.	Who	Actions
2.1	Course Co-ordinator Student	<ul style="list-style-type: none"> a) Reads to and ensures student understands the acknowledgements listed in section six (6) of the Intervention Strategy Form. b) Student indicates that they are in agreement or disagreement with the intervention strategy form. c) Students signs the form. d) If the student does not agree with the plan they are informed of their right to lodge an appeal via the complaints process within 20 days. e) A record of the meeting is stored electronically in the student’s file in the SMS.
STEP 3 – Authorities		
No.	Who	Actions
3.1	CEO	<ul style="list-style-type: none"> a) CEO checks and signs intervention strategy plan, b) A copy of the signed Intervention Strategy Form is provided to the student c) A copy of the signed Intervention Strategy Form is scanned and uploaded into the students file. d) Administration Manager amends CoE if course dates have changed

Intervention Strategy Form: International Students

Details			
Date:			
Name:			
Student ID:		Group No:	
Course:			
Course start date:		Course end date	

Section 1: Intervention Strategy: (Outline the reasons for the Intervention notice)

Reason	Select	Warning letter sent	Student Initiated	Proposed actions
Course Progress:		Yes /no	Yes /no	
Critical Incident:		Yes /no	Yes /no	
Medical:		Yes /no	Yes /no	
Incomplete Qualifications:		Yes /no	Yes /no	
Qualification change:		Yes /no	Yes /no	
Extended absenteeism:		Yes /no	Yes /no	
Other state reason:		Yes /no	Yes /no	
Further comments:				

Section 2: Intervention Strategy Authorised by:

Course Co-ordinator Print Name:		Signature:		Date:	
CEO name:		Signature:		Date:	

Section 3 – Intervention Strategy Plan and Consultation Declaration			
Consultation statement			
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.			
Student signature:		Date:	
Results of Initial Consultation Meeting			
Comments and recommendations for qualification completion:			
Intervention Strategies			

Section 4: Intervention Strategy Course outline											
No.	Unit Code	Unit Title	Proposed Start Date	Proposed End Date	Room	Trainer	Proposed Assessment Dates	Re-enroll in UOC	Re- submit or catch up	Total Fees	Comments
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											
11											
12											
13											
14											
15											
16											
17											
18											
									Total Fees		

Section 5: Authorities

Acknowledgement

1. I the student, acknowledge that should 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.
2. I also acknowledge that should I choose not to access the Complaints and Appeals process, then Fit Education will be required to report to the Department of Home Affairs at the first available opportunity.
3. Should I agree with the intervention strategy, I also agree to attend all new study sessions as outlined in the above intervention strategy.
4. I am also aware that the previous received training plan has the location, times and assessment methods listed
5. I agree to any listed fees and charges on this form, and that I am required to pay these fees prior to commencement. Students may be able to enter into payments plans, please see Administration Co-ordinator.
6. This Intervention Strategy can only come into effect when signed by the CEO.
7. This intervention strategy may result in new CoE and in some circumstances this may be subject to an additional fee. Please see Fees and Charges Policy
8. Management accept 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.

CEO name		Student name:		
Signature:		Signature:		
Date:		Date:		
Administration Coordinator name		Agreement Status:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Signature:		Date:		
Copy of Intervention Plan sent to trainers? Y/N		Date sent:		