

Student Intervention Policy and Procedure

Policy

This policy must be read in conjunction to the *“Course Progress Policy and Procedure”*.

The following policy and procedure ensure that students complete their studies within the expected duration of the course and the MILCOM Institute only extends the duration in compassionate and compelling circumstances (e.g. an accident or contract an illness after arriving in Australia which makes you unfit to travel; a death, serious illness or serious medical condition of a member of the close family; a natural disaster in your home country; or war or severe civil or political strife in your home country) for international students.

The MILCOM Institute does not provide any distance or on-line learning to ensure the ability to maintain contact with students and monitor any issues that students may have in completion of their course.

Students are required to complete their studies within the timeframe indicated on their CoE and within the granted duration of their student visa. The Institute shall endeavour to ensure all students are given the opportunity to successfully complete their studies within the timeframe.

Where a student is identified as being at risk of not completing the program within the expected duration through lack of course progress or any other reasons, the Institute shall implement appropriate intervention strategies to ensure students are given a reasonable opportunity to complete their course within the nominated duration.

Intervention is a free service to all students.

Procedure – Monitoring Students’ Progress

The Student Support Officer (SSO) and Training Manager shall monitor all students’ ability to complete their course within the expected duration in a number of ways:

1. The Training Manager will meet with the Trainers/Assessors on a regular basis and identify any student that may require intervention strategies. The ‘At Risk’ students are then contacted by Student Support Officer either by mail or by email. If there is no response from student within 5 working days, Student Support Officer will attempt to contact the student by phone.
2. Monitoring of course progress is done by the Student Support Officer through the data recorded in Student Management System (axcelerate).
3. Ensuring complete timetable and schedule for the program is developed, implemented and reviewed where required.

Procedure - Intervention (Course Progress)

Intervention is compulsory for students that have received an Official Warning Letter for poor academic performance.

MILCOM Institute will only extend the duration of the student’s study where it is clear that the student cannot complete the course within the expected duration, as specified on the student’s CoE, as the result of:

1. Compassionate or compelling circumstances (for example illness where a medical certificate states

Student Intervention Policy and Procedure

that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit);

2. MILCOM Institute implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
3. An approved deferment or suspension of study has been granted under the ESOS standard 9.

Individual intervention strategies are developed and managed by the Training Manager.

1. Intervention strategies are formed on a case by case basis and will be initiated by a meeting with the student to identify the cause that is placing the student at risk.
2. Within this meeting, strategies to assist the student in completing the course within the expected duration shall be discussed and implemented as required.
3. The meeting and outcomes are to be agreed and documented by both the student and the Training Manager using the 'Intervention Strategy Report'.

The intervention steps will include meeting with the student to identify the cause that is placing the student at risk. Within this meeting, strategies to assist the student in completing the course within the expected duration shall be discussed and implemented as required. These strategies may include, but are not limited to:

- Extra tuition and support to be organised
- Timetable adjustments
- Personal strategies to improve the student's ability to complete the course requirements
- Review of assessment strategies
- Variation of student enrolment load

Variations to the CoE are retained within the student file by the Administration Manager.

- Implementing Intervention Strategy:

Intervention strategies are implemented to provide assistance to student, depending on their individual needs. Intervention strategies may include, but are not limited to:

- Requesting the student to re-submit assessments.
- Providing one-to-one assistance and counselling to help the student satisfactorily complete their course or discussing any other issues which may be impacting on the student's ability to complete their course.
- Granting an extension of their CoE for submitting assessments.
- Allowing the student to defer the course on a reasonable and justifiable grounds.
- During the intervention meeting with the student, the Training Manager and Student Support Officer will discuss the reasons for failing the units or having unsatisfactory course progress. Based on this discussion, the Training Manager will prepare an intervention plan that will allow the student to re-do all the units having Not Competent (NC) result to achieve Competency. The student may be given an CoE extension based on the agreement to complete all NC units. There could be additional fees involved wherein the extension of CoE is done.
- The trainer/assessor allocated to the student will be responsible for ensuring that the intervention

Student Intervention Policy and Procedure

strategy and plan is followed. The trainer/assessor may provide a feedback or report to Training Manager for any adjustments, required by student to complete all NC units in the agreed timeframe.

- Where a student is identified of being at risk of not completing their course in the expected duration due to lack of course progression, the student's enrolment load may be adjusted to ensure the student has the opportunity to complete the course successfully. Where this is the case the student's study period may be extended.
- All communication will be documented along with any other strategies arranged.
- All changes to a student's course duration is to be reported to the appropriate government agency via the PRISMS reporting system and records/documents of reasons and the decision process to be kept in student files.
- Where appropriate, a new CoE is to be issued, when the student can only account for the variation/s by extending his or her expected duration of study. This CoE must be maintained on the student file.
- MILCOM Institute will not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within the expected duration unless:
 - There are compassionate or compelling circumstances with demonstrable evidences;
 - Intervention strategy has been implemented because the overseas student is at risk of not meeting course progress requirements;
 - An approved deferment of student enrolment has occurred in accordance with Standard 9 of National Code 2018.

In an event, where student is issued 'Notification of Intention to Report Letter', student will be advised of their ability to access the complaints and appeals process to appeal this decision and have 20 business days to do so. If the student does not initiate an appeal or complaint process within 20 days, the report shall be submitted to Department of Home Affairs (DHA) via PRISMS.

Where a student decides to go with the appeals process (by following the processes outlined in the Complaints and Appeals Policy and Procedure) and is able to provide evidence of extenuating circumstances that prevented them from maintaining satisfactory course progress, the supporting evidence must be maintained on the student's file and the projected academic or attendance records will be adjusted accordingly. Where a student is able to provide evidence that the satisfactory course progress records are incorrect they will also be adjusted accordingly, and appropriate actions will be taken to prevent such errors re- occurring.

The student's projected satisfactory course progress will be adjusted and re-calculated so that it can be determined whether any further warning letters or action needs to be implemented in line with this policy and procedure. The student shall be notified in writing of the outcome of the appeal and their revised satisfactory course progress along with any warning letters corresponding to their satisfactory course progress requirement rate.

Where a student's appeal is not successful they will be notified in writing of the outcome and informed that the breach of satisfactory course progress will be reported.

MILCOM Institute will report unsatisfactory course progress in PRISMS in accordance with section 19(2) of

Student Intervention Policy and Procedure

the ESOS Act if:

- The Internal and External complaints processes have been completed and the decision/outcome is against the overseas student, OR
- The overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, OR
- The overseas student has chosen not to access the external complaints and appeals process, OR
- The overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

The Training Manager or authorised delegate monitors the 'Intervention Strategy Report' and arranges subsequent meetings with the student to discuss progress and to make further adjustments where necessary to assist getting the student back on track. All adjustments are to be clearly documented and signed by both the student and the Training Manager.

Where the intervention strategy does not allow the student to complete the course within the expected duration, the Training Manager will recommend to the Administration Manager that the student's enrolment and course duration need to be extended.

All changes to a student's course duration is to be reported to the appropriate government agencies via the PRISMS reporting system and records/documents of reasons and the decision process to be kept in student files.