

Early Intervention Strategy for International Students Studying in Australia (Irrespective of Study Location in Australia – excluding Higher Degrees by Research Students)

Document type:	Operating Procedure
Administering Entity:	Student Administration and Services Course Co-ordinators
Records management system number:	D07/28425
Date approved:	1 July 2009
Approved by:	Chief Development Officer
Indicative time for review:	July 2011 or earlier if necessary
Responsibility for review:	Director, English Language and International Services
Related policies or other documents:	General Rule 7 Academic Progress (UNE Policies) Deferring, Suspending or Cancelling International Student Enrolment (D07/28526)

Rationale and Scope

The revised National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code 2007) requires UNE to demonstrate its compliance with the National Code 2007 at the point of CRICOS registration and throughout its CRICOS registration period.

This compliance requirement also applies to courses delivered in association with another provider where UNE is the registered provider. UNE is responsible for breaches of the National Code, whatever the nature of its contractual or other arrangements with another provider.

Standard 10 of the National Code 2007 requires UNE to systematically monitor students' course progress. UNE is to be proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements. UNE must report students under Section 19 of the ESOS Act who have breached the course progress requirements.

To comply with this standard UNE must have a documented Early Intervention Strategy (Strategy), which must be made available to staff and students, and specifies the procedures for identifying and assisting students at risk of not meeting the course progress requirements.

The Strategy must specify:

- a) process for determining the point at which the student has failed to meet satisfactory course progress;
- b) procedures for contacting and counselling identified students;
- c) strategies to assist identified students to achieve satisfactory course progress; and
- d) the process by which the intervention strategy is activated.

At a minimum, the intervention strategy must be activated where the student has failed or is deemed not yet competent in 50 percent or more of the units attempted in any study period.

Where UNE has assessed the student as not achieving satisfactory course progress, UNE must notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The written notice must inform the student that he or she is able to access UNE's complaints and appeals process as per Standard 8 (complaints and appeals) and that the student has 20 working days in which to do so.

Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a

decision supporting UNE, UNE must notify the Secretary of DEEWR through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

Procedure

The Early Intervention Strategy (the Strategy) is for international students at risk of not completing their course of studies within the expected duration of study. Academic staff can request a Class List (produced out of the student database, Callista) for their unit which will identify all on-campus international students.

1. Determining Satisfactory Progress

1.1 'Amber' Risk Assessment

1.1.1 A student is classified as at Amber Risk of not making satisfactory course progress where it is noted by the supervising academic of a unit that a student is:

- i. not attending lectures and/or tutorials; or
- ii. not performing adequately in assessment tasks.

1.2 'Red' Risk Assessment

1.2.1 A student is classified as at Red Risk of not making satisfactory course progress where the student has:

- i. failed 50% of the units in which they enrolled in any given study period; or
- ii. failed a unit in a course for a second time; or
- iii. failed to meet conditions specified by the Faculty administering the course at the commencement of the year of enrolment; or
- iv. their GPA is deemed to be 3 or less as per clause 7.3 of General Rule 7 – Academic Progress.

2. Contacting and Counselling Identified Students – Amber Risk Assessment

2.1 The supervising academic is to counsel a student that they are at risk of not making satisfactory course progress where they note the student is not attending lectures/and or tutorials or not performing adequately in assessment tasks. The supervising academic is to counsel the student, as appropriate to the unit, to:

- enrol in academic skills programmes;
- attend tutorial or study groups;
- receive individual case management;
- attend study clubs;
- attend counselling;
- receive assistance with personal issues which are influencing progress;
- receive mentoring;
- be placed in a suitable alternative subject within a course or a suitable alternative course; or
- a combination of the above.

2.2 A file note of actions taken in respect to clause 2.1 is kept on the student file. A copy of the file note is also forwarded to the International Services Manager, English Language and International Services (ELIS).

3. Contacting and Counselling Identified Students – Red Risk Assessment

3.1 The International Services Manager, ELIS will run a Results report which will identify all students who have failed a unit in that study period. The International Services Manager will distribute school and course based reports to the appropriate academic staff to contact and counsel 'Red' category At Risk students.

3.2 Where the student is determined to be at serious risk of not making satisfactory course progress the Course Co-ordinator will advise the student in writing that they are at risk of not making satisfactory course progress. In conjunction with the supervising academic of the individual unit the Course Co-ordinator is to counsel the student, as appropriate to the unit, to:

- enrol in academic skills programmes;
- attend tutorial or study groups;
- receive individual case management;
- attend study clubs;
- attend counselling;
- receive assistance with personal issues which are influencing progress;
- receive mentoring;
- be placed in a suitable alternative subject within a course or a suitable alternative course; or
- a combination of the above and a reduction in course load.

3.3 A copy of the written advice to the student is kept on the student file. A copy of the advice is also forwarded to the International Services Manager, ELIS.

4. Reporting of Students via PRISMS

4.1 Where a student has been asked to Show Cause under clause 7.3 of General Rule 7 – Academic Progress, and either the student does not respond to the request to Show Cause or UNE decides to take action under Show Cause, the Student Centre advises the International Services Manager, ELIS of their intention to either exclude a student for a nominated period of time or terminate their candidature.

4.2 The International Services Manager, ELIS, will notify the student in writing of :

- UNE's intention to report the student for not achieving satisfactory course progress; and
- their right to access UNE's complaints and appeals process.

4.3 If all rights of appeal are exhausted and UNE's decision to defer or cancel is upheld, the International Services Manager, ELIS notifies the Secretary of DEST via PRISMS as required under section 19 of the ESOS Act where the student's enrolment is suspended or cancelled.

Approval Signature

..... 6/7/09

Date

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Signature

Chief Development Officer

..... C. PATTON

Printed Name