



Course Progress and Intervention Strategy

Purpose

The purpose of this policy is to ensure that ANIB systematically monitors overseas student's course progress and identify and offer support to those at risk of not meeting course progress or attendance requirements as a condition of their student visa in order for overseas students to achieve expected learning outcomes.

Scope

The policy applies to all international students currently enrolled with ANIB. ANIB monitors, records and assesses the course progress of each student for the course in which the student is currently enrolled in

Policy

1. The monitoring of a student's course progress allows ANIB to assess whether a student is meeting course progress requirements and to identify and offer support to those students who are at risk of not achieving satisfactory course progress.
2. By default, ANIB does not monitor attendance however it is recorded for the purpose of its Course Progress and Intervention Policy. If a condition of registration was imposed by the Education Services for Overseas Students (ESOS) agency, ANIB will monitor the minimum requirement for attendance of 80 per cent of the scheduled contact hours for the course
3. Study period is defined as one term which will not exceed 6 months. (subject to the course) Students are advised at the commencement of the term the units scheduled to be delivered and assessed within the duration of the term. Each course will have its own course progress sheets indicating the number of units to be successfully completed within the study period in order to maintain satisfactory course progress.
4. At risk of unsatisfactory course progress is where;
 - the student is deemed Not Competent in 50% of the units the student is scheduled to attempt in a study period
 - the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol
 - The student has failed to attend 5 consecutive classes in a study period (ANIB will record attendance)
 - the student fails to meet the requirements of an intervention strategy which has been agreed on as part of an earlier progress review
 - fails any unit on second attempt;
 - Student identified will be immediately put on intervention strategy and the cause of the unsatisfactory course progress will be identified.

Reviewing Academic Progress



5. Trainers and Assessors will monitor student's course progress using the course delivery plan. Any students identified of being at risk of making unsatisfactory course progress throughout the study period will be contacted via phone or email.
6. Where the student fails to correspond with the Trainer/Assessor, the student support officer will attempt to make contact with the student whose course progress has been identified as "at risk" of unsatisfactory progress in order to determine possible causes and explain their status and provide information about:
 - (a) the possible consequences of further poor performance;
 - (b) relevant services available to students for assistance;
 - (c) the requirement to attend a meeting with a student support officer; and
 - (d) an intervention strategy for those students.
7. Where the student fails to correspond/co-operate with the student support officer, formal academic warning letters will be sent to the student as a means of intervention.
8. It is a student's responsibility to read and act upon an academic warning letter. A student's failure to respond to any notification as directed may be taken into account should further unsatisfactory progress occur
9. Where the student corresponds and co-operates with the student support officer, an intervention strategy will be discussed and agreed upon using the outcome of intervention strategy student agreement form, signed by the student and implemented immediately.
10. Possible interventions may include but are not limited to:
 - Advising students of opportunities for reassessment (attend classes during the term break and be given support as part of the intervention strategy) and
 - Advising students of assistance such as:
 - attending tutorial or study groups;
 - receiving individual case management;
 - referrals for attending counselling;
 - receiving assistance with personal issues which are influencing progress;
 - Require the student to enter a study agreement with a timeframe for completing units NC;
 - Reinforce to the student that unsatisfactory course progress in 2 consecutive study periods may lead to the student being reported to Department of Education
 - receiving mentoring or
 - a combination of the above and/or a reduction in course load.
 - possible referral service to assist with personal issues which are influencing progress
 - Compassionate and compelling circumstances including (but not limited to):



- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
 - bereavement of close family members such as parents or grandparents;
 - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
 - a traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
 - where ANIB is unable to offer a pre-requisite unit, or
 - inability to begin studying on the course commencement date due to delay in receiving a student visa
11. Students, who are deemed Not Competent in any assessment, have the right to a reassessment. Student will need to repeat the unit and pay the additional fees where the student has been deemed Not Competent after two re-assessment attempts.
 12. ANIB provides all students with clear expectations on course progress and information on intervention strategies requirements in the International Student Prospectus and Student Handbook which are provided to students prior to or upon commencement of a course. Staff are provided with information on course progress and intervention strategies in the Staff Handbook. These are also available on ANIB's website at www.anib.qld.edu.au
 13. Trainers and Assessors will monitor each students progress and record each unit outcome for the units studied within the students chosen course.
 14. Trainers are to provide the Administration staff with the academic progress sheets so that the student's academic result is recorded using the student management system (SMS). It is the responsibility of the Administration staff to ensure that assessment is recorded accurately.
 15. At a minimum, the intervention strategy must be activated where the student has been deemed not yet competent in 50 per cent or more of the units attempted in any study period. ANIB may activate an intervention strategy at any point before the end of the study period.
 16. Each student's course progress will be assessed at the end of each study period. However, Trainers/Assessors will monitor students' progress throughout the term and provide a student at risk form to the Student Support Officer where a student has been identified as not meeting course progress. At this point intervention is activated
 17. The Student Support Officer will contact the student via phone, text or email and organize a meeting to offer counselling/support/advice with a view to improve student course progress.
 18. In consultation with the compliance manager, the student support officer will tailor intervention strategies to each student's needs whether academic or personal. ANIB will obtain a copy of the agreed intervention strategy signed by the student and support officer and place this in the student's file. The 1st warning letter will be issued the



student's trainer will be provided details of the intervention strategy implemented so that monitoring the students' progress continues

19. As soon as the student fails 2nd unit within the same study period and/or the total course progress is 50% or below student will be sent a 2nd warning letter and an intervention support meeting is conducted with the student and student support officer in consultation with the compliance manager.
20. Documentary evidence of the interventions implemented and any correspondence will be kept on the student's file.

Reporting unsatisfactory course progress

21. Where the student continues to demonstrate unsatisfactory course progress despite two academic warnings letters, intervention and time allowed for the intervention to run its course, ANIB will give the overseas student a written notice which:
 - a) notifies the overseas student that ANIB intends to report the overseas student for unsatisfactory course progress
 - b) informs the overseas student of the reasons for the intention to report
 - c) advises the overseas student of their right to access ANIB's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days
22. An appeal will only be considered if ANIB has not:
 - a) recorded the student's marks correctly,
 - b) implemented intervention strategies as set out in this policy, or
 - c) there are compassionate or compelling reasons which have contributed to the unsatisfactory progress.
23. ANIB will maintain the overseas student's enrolment by only reporting a breach of course progress in Provider Registration and International Student Management System (PRISMS) if:
 - a) the internal and external complaints processes have been completed and the breach has been upheld;
 - b) the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period;
 - c) the overseas student has chosen not to access the external complaints and appeals process; or
 - d) the overseas student withdraws from the internal or external appeals process by notifying ANIB in writing.
24. Department of Home Affairs will consider all the information available and if they decide to consider cancellation, Department of Home Affairs will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the student's visa. Students will be given an opportunity to respond to the NOICC and explain their situation
25. Documentary evidence and any correspondence will be kept on the student's file.