



INTERVENTION POLICY

PREAMBLE

The College is committed to the delivery of high quality academic outcomes for students through the regular monitoring and assessment of student progress and through the provision of high quality support. Standard 10 of the National Code requires the College to “systematically monitor students’ course progress” and be “proactive in notifying and counselling students who are at risk of failing to meet course progress requirements”. This Policy sets out the means by which the College meets that commitment, and ensures that the legislative requirements of the National Code are met.

DEFINITIONS AND ACRONYMS

“**APC**” means Australian Pacific College.

“**APTT**” means Australian Pacific Travel and Tourism.

“**COE**” means the confirmation of enrolment.

“**College**” means Australian Pacific College, English Unlimited and Australian Pacific Travel and Tourism.

“**ELICOS**” means English Language Intensive Courses for Overseas Students.

“**EU**” means English Unlimited.

“**National Code**” means the National Code of Practice for Registration Authorities and Providers of Education Training to Overseas Students 2007.

“**Policy**” means the Intervention Policy.

“**PRISMS**” means the Provider Registration and International Student Management System.

“**SVP**” means Streamline Visa Processing.

“**VET**” means Vocational Education and Training.



1. MONITORING OF STUDENT PROGRESS

- 1.1 The College will assess, record and monitor the progress of each student at the end of each study period. The College records the academic achievement of each student in their student file. At the end of each study period a list will be generated (for the College) of students who are at risk of not making satisfactory academic progress.
- 1.2 An “at risk” student is defined under the National Code as a student who does not satisfactorily pass at least 50% of their subjects (VET), and/or courses (ELICOS) in any given study period.
- 1.3 The College has in place an intervention strategy for students who are “at risk”.

2. “AT RISK” PROCEDURES AND INTERVENTION STRATEGY

- 2.1. Details of the College’s intervention strategy will be made available to staff and students at induction/orientation and via publication on the College’s website www.apc.edu.au.
- 2.2. Students identified for the first time as “at risk” will be sent a warning message (either via email or SMS) outlining the consequences of poor academic achievement and will be coded in the student data base as “intervention stage”. Students will be advised that unsatisfactory course progress in two consecutive study periods could lead to the student being reported to the relevant Government authority and cancellation of his or her visa depending on the outcome of any appeals process.
- 2.3. The students “at risk” will be required to attend an interview with the designated APC staff where an appropriate intervention strategy will be negotiated. This may include:
 - a) identification and implementation of support strategies to enhance the student’s progress;
 - b) a recommendation that the student seek appropriate personal and/or academic support from within or outside of the College;
 - c) regular feedback from academic staff that may include discussion, continuous (perhaps informal) assessment to track progress;
 - d) model answers, lists of common mistakes, peer and self evaluation;
 - e) counselling to consider alternative programs at another provider;
 - f) other such support as deemed appropriate in light of the academic and/or personal difficulties facing the student; and/or
 - g) extending the student’s course duration (subject to the student’s Visa specifications).



See *Table 1 - Intervention Strategy Process for more information* ([Intervention Strategy Process \(attachment to Intervention Policy v2.1R\) v1.0R](#)).

- 2.4. A record of all counselling sessions and the specific support decisions will be held on the student's file.

3. SUPPORT STRATEGIES

- 3.1 In addition to specific support negotiated in this Policy, the College also conducts at various times:
- a) subject specific help desks and workshops outside of normal class contact hours for VET students;
 - b) Holiday Intervention Program (HIP) as required for VET students;
 - c) one-on-one language support for ELICOS students; and
 - d) additional catch-up classes for ELICOS students.

4. UNSATISFACTORY ACADEMIC PROGRESS

- 4.1. A student in "intervention stage" who fails to pass at least 50% of the subjects studied in the following term will be deemed to be making unsatisfactory progress and move to the "intention to report stage".
- 4.2. The student will be provided with a written notice of intention to report to the relevant Government authority and informing them that they are able to access the College complaints and appeals processes. The student will have 20 working days (from the date of the written notice) in which to access the College's complaints and appeals process (refer to the [Student Complaints and Appeals Policy](#)).
- 4.3. Whilst this process is being conducted the student will be permitted to enrol and attend classes and will be placed on an "intention to report stage" condition for that study period (and any subsequent study period until the completion of the appeals process).
- 4.4. On expiry of the period (as noted in clause 4.2 above), or on completion of the appeals process confirming unsatisfactory academic progress, the student's enrolment will be terminated, and reported to PRISMS for unsatisfactory academic progress.



5. GRIEVANCE

5.1 Where a student objects to a recommendation for reduced study load or the implementation of the College’s Intervention Policy they may initiate an academic grievance under the [Student Complaints and Appeals Policy](#).

POLICY REVIEW

This Policy will be reviewed as part of the three year policy review cycle.

RELEVANT LEGISLATION

This document references the following legislation, regulations, codes and standards:

Relevant Legislation/codes/standards	
Commonwealth	National Code of Practice for Registration Authorities and Providers of Education Training to Overseas Students 2007. Education Services for Overseas Students Act 2000 (Cth).

RELATED POLICIES AND PROCEDURES

This document references the following College policies and/or procedures:

Related Policies and Procedures	
Policies	Student Complaints and Appeals Policy Intervention Strategy Process (Attachment to Intervention Policy v2.1R) v1.0R

KEYWORDS

Keywords	Monitoring, assessment, ‘at risk’, intervention strategy, unsatisfactory course progress
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POLICY OWNER

Policy Owner	Learner Experience Enterprise Unit
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POLICY/PROCEDURE HISTORY

Policy History			
Current version	Current version release date	Author	Description of changes
Intervention Policy v1.9R	18 May 2015	Sharon Luhr	Original Document
Intervention Policy v2.0R	29 June 2017	Sara Gaudry	Full update in accordance with the Policy and Procedure Template v1.0 and Guidelines for Drafting Policies and Procedures v1.0
Intervention Policy v2.1R(EU)	May 2019	Sara Gaudry	Update of letterhead and format of Policy. No change to content. NOTE: The draft number was changed from 2.0 to 2.1 at the time the Policy was uploaded onto the websites. There is no difference in content between the two versions.