



INTERVENTION STRATEGY

Revision Number		Accountability	Dean and Principal
Policy Number		Operational Responsibility	Academic Manager
Date of Approval		Last Reviewed	
Approval Authority	APC	Next Review	Q3 2019

OBJECTIVES

To maximise your chances of successfully completing the course, LCI MELBOURNE has an Intervention Strategy designed to identify students who may be at risk of unsatisfactory progress. While the Key Points provide a useful summary, you should familiarise yourself with the complete policy (available below) and regularly check for updates, as policies are subject to review.

Key Points:

- LCI MELBOURNE monitors both your assessment results and your attendance for all units; if you appear to be having difficulties in either area, LCI MELBOURNE will contact you.
- If you are concerned about your own progress, even if you have not been contacted by LCI MELBOURNE, please contact the Student Support Manager.

SCOPE

This strategy will apply to all students, with a few variables in outcome dependent on the residential status of the student. For overseas students maintaining satisfactory course progress and course attendance as required by LCI MELBOURNE is a visa condition. It should be read in conjunction with the Policy and Procedure: Academic Progress.

POLICY STATEMENT

LCI MELBOURNE will monitor student assessment and attendance, intervening at key points to assist students identified as being at risk of unsatisfactory academic progress.

PROCEDURE

Overview

A student's course progress is deemed to be unsatisfactory if the student does not successfully complete or demonstrate competency in at least 50% of the coursework requirements – that is, the

units undertaken – in any given trimester. This may be due to either assessment or attendance. Units not successfully completed are those for which the final grade is F1 (Fail Level 1), F2 (Fail Level 2) or IR (Incomplete – Repeat). Grades not included in the calculation of satisfactory progress include CS (Continuing Studies) and AW (Approved Withdrawal).

Pre-emptive Strategy

LCI MELBOURNE attempts to encourage satisfactory course progress and avoid situations of unsatisfactory progress by ensuring that students are made aware of course requirements for assessment and attendance during their orientation, and via the online Student Handbook.

- Students who do not submit or do not successfully complete initial stages of project assessment are deemed to be at risk of unsuccessfully completing the unit due to assessment. Academic staff are requested to report any such cases as soon as possible to the Student Support Manager. The Support Manager will attempt to contact the student, to remind them of LCI MELBOURNE's *Assessment* policy and the consequences of not meeting the assessment requirements and assist them in developing strategies to help meet these requirements.
- Students who accrue absences above 20% of the total unit hours are deemed to be at risk of unsuccessfully completing the unit due to attendance.

The Academic Manager will also regularly review attendance and, in instances deemed to be high risk (e.g., first-year students or students who have poor attendance across a number of units), will inform the Student Support Manager, who will attempt to make contact with the student to discuss their situation and assist them in developing strategies to help meet the attendance requirements.

For further information see LCI MELBOURNE's Assessment policies.

Should the above pre-emptive measures fail, and the student not make satisfactory course progress, the following procedures will be implemented to address the situation.

Intervention Strategy

Stage 1

Student Support sends the student a letter informing them of unsatisfactory progress and requesting they meet with the appropriate staff member, usually the Academic Manager or a co-member of the Student Progress Committee.

Stage 2

Counselling by an appropriate staff member. This will usually be the Academic Manager or a co-member of the Student Progress Committee. Discussion will include strategies to assist the student to improve their academic performance to an acceptable level in subsequent study periods. Strategies could include: individual tutoring or mentoring, reduction in course load, personal counselling. A note indicating that counselling has occurred, and the outcomes must be placed on the student's file. Both parties will sign a study plan, outlining the work required by the student to achieve satisfactory progress.

Stage 3

The strategies agreed upon in Stage 2 are implemented. Students who are required to retake units at a later date may require a new study plan to be drawn up, outlining the failed units to be retaken at a later time. Depending on subsequent unit prerequisites, this situation may require the student to attend the institution for an extended period of time. If so, this will have implications for overseas students under the National Code Standard 9: Completion within the expected duration of study. Such variations should be reported through PRISMS as soon as possible by an authorised staff member, as per Standard 9.2.

Additional Requirements for Overseas Students

For overseas students, if the Intervention Strategy is unsuccessful, i.e. progress continues to be unsatisfactory in two successive study periods (semesters), Student Support will alert the Academic Manager, who will notify the student in writing of LCI MELBOURNE's intention to report them to the Department of Immigration and Border Protection via PRISMS and that this action will trigger the visa cancellation process. The student should also be informed they have 20 working days to appeal LCI MELBOURNE's decision. This appeal should follow LCI MELBOURNE's Grievance Procedures.

While the Grievance Procedure outlines general grounds for appeal, specific grounds for appeal relating to the Intervention Strategy should involve one or more of the following:

- LCI MELBOURNE has not monitored, recorded or assessed the student's progress correctly.
- There are compassionate or compelling reasons that have contributed to the student's unsatisfactory progress (see below).
- LCI MELBOURNE has not implemented its intervention strategy in accordance with the documented policies and procedures.
- LCI MELBOURNE has not implemented other policies that may impact upon the student's results (e.g., Assessment Policy, Attendance Policy).
- LCI MELBOURNE has not made relevant policies available to the student.

Even if there is no appeal, LCI MELBOURNE must wait 20 working days before it reports the student through PRISMS. Should:

- the student not appeal within this timeframe, or
- withdraw from the process, or



- the outcome of the appeal process support LCI MELBOURNE LCI MELBOURNE will report the student through PRISMS.

For the purposes of this strategy, compassionate or compelling circumstances are defined as circumstances beyond the control of the student that are having an impact on the student’s progress through a course. These could include:

- serious illness, 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 their emergency travel that has impacted on their studies
- a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists’ reports)
- where the school was unable to offer a pre-requisite unit
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student’s progress through a course.

Accountable Officers

The accountable officers for the implementation and relevant training of this policy are listed below.

Policy Category				
Responsible Officer				
Review Date				
Approved by				
Change and Version Control				
Version	Authored by	Brief Description of the changes	Date Approved	Effective Date