Progress and Intervention Procedure (CC)

Colleges of Business and Technology (WA) Pty Ltd
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Document

Document Name	Progress and Intervention Procedure (CC)
Brief Description	This procedure is to support the Progress and Intervention Policy (CC)
Procedures Owner	Academic Director
Initial Issue Date	15/03/2021

Version Control

Date	Version No.	Summary of Changes	Reviewer Name and Department/Office
15/03/2021	2.0	Major revision to align document to current regulatory requirements	General Manager Quality, Risk and Compliance
March 2023	3.0	Major review of document	

Related Documents

Name	Location
Progress and Intervention Policy (CC)	Curtin College's Website
Access Diversity Equity & Inclusion Policy	Curtin College's Website
Board of Examiners (BoE) Process	Internal, H Drive
Orientation Process	Internal, H Drive
English Language Support Program Procedure	Curtin College's Website
Deferral, Suspension & Cancellation Policy	Curtin College's Website
Transfer Between Registered Provider Policy	Curtin College's Website
Student Response Form	Moodle / Study Kiosk
Explained Absence Form	Moodle / Study Kiosk

Contents

1 Purpose and Scope

1.1 Purpose

1.1.1 The purpose of this document is to outline the approach Curtin College takes relating to the procedure specific to managing student academic progression and students who are at risk of not meeting academic progression requirements.

1.1.2 The procedure enables staff at the College to provide students at risk with the academic and general wellbeing support required to achieve academic success at the College.

1.2 Scope

1.2.1 This Procedure provides information relevant to the identification and management of students at risk of not achieving the requirements for academic progression.

1.2.2 The Procedure is relevant to and applies to all students enrolled in a course of study at the College and its Partner Providers.

2 Context

2.2. The College is focused on enabling all students to perform well and achieve the specified learning outcomes for each of the units studied.

2.3. The College understands that some students will experience difficulty in adjusting to higher education, living and studying away from home without easy access to their familial support networks and, managing their time and independent study activities effectively.

2.4. Early identification of students that are at risk of not making satisfactory course progress is essential in order to provide students with the support they need and, to mitigate against risks impeding progression.

3 Orientation

3.1 Student and Academic Services and the Program Managers will ensure that information about Curtin College's available support programs will be communicated to students during Orientation.

3.2 The Student and Academic Services and the Program Teams will run sessions specific to the needs of both domestic and international students at Orientation. Sessions, as relevant, may cover:

- Visa requirements;
- FEE-HELP;
- Underage student requirements;
- information about transitioning to Australia or the country of their campus;
- information about Police and other emergency services;
- beach safety;
- sexual harassment and assault;
- working in Australia or the country of their campus;
- student code of conduct;
- information about Curtin College Policies and Procedures.

3.3 Offer students diagnostic testing during enrolment, orientation, and/or within the first two weeks of their first study period. This may take the form of English diagnostics, mathematics diagnostic, or similar. Students who are identified as needing language support (as per English Language Support Program Procedure), will be enrolled in the relevant free support classes by the Student and Academic Services Team.

4 Early Assessment & Intervention

4.1 Unit Outlines will be prepared by the Unit Coordinators and are available on the Student Learning Management System two (2) weeks prior to Orientation week.

4.2 Through discussions with Unit Coordinators, assessing Unit Outlines, and by understanding program structures, Program Managers will ensure that students studying a full-time load in their first study period at Curtin College will undertake at least one Early Assessment.

4.3 Where a student has deemed to have failed the early assessment or is flagged for requiring extra support, the relevant Unit Coordinator will email the student, advising of support options, and inviting to meet with a member of Curtin College staff.

5 Attendance Monitoring

5.1 Student Responsibilities

5.1.1 While Curtin College regularly monitors student attendance, students are ultimately responsible. This attendance percentage is the student's actual attendance in class plus approved absences. For any anomalies students are to email Student & Academic Services via: support@curtincollege.edu.au

5.1.2 Students who are absent due to a medical or other compassionate or compelling reasons may submit an Explained Absence Form, which may be downloaded from the Study Kiosk in the Student Portal and attach any supporting documentation to explain their absence and submit it to the teacher.

5.1.3 Students are responsible for attending classes and checking their attendance on a regular basis throughout the study period to ensure that they are satisfying their student visa conditions, Centrelink and/or FEE-HELP obligations.

5.2 Teacher / Program Team Responsibilities

5.2.1 Class attendance is recorded by teachers within 2 days of the class being run, for all students enrolled in units taught by the College (attendance is not taken for Service Taught units, large lectures, and as determined by the Academic Director).

5.2.2 Attendance and absences will be recorded in the Student Management System using the following categories:

A - Approved. This indicates that the student's absence was due to other compassionate or compelling reason(s) and, supporting documentation provided.

M - Medical reason. This indicates that the student's absence was due to a serious illness or injury and, a medical certificate or documents provided.

N - No reason. This indicates that student did not provide a reason or documentation to explain their absence.

P - Present. This indicates that student attended their timetabled activity.

S - Substitute. This indicates that that the student was absent for their timetabled activity but attended an alternative activity.

5.2.3 An accepted and processed approved Explained Absence Form will be reflected on the student's attendance as "A" or "M", and an accepted and processed approved.

5.3 Student & Academic Services Responsibilities

5.3.1 Formal attendance checks are undertaken regularly in weeks 3, 5, 7, and 9 of each study period.

5.3.2 Attendance Warning Notices will be emailed to students whose attendance fall below 80%. The email will contain information about upcoming census dates and the support options available, which may include:
- reduced study load;
- meetings with the Student Counsellor or Student Learning Advisor;
- meetings with academic team leaders (Program Managers, Discipline Leads);
- links to helpful resources.

6 Satisfactory Course Progress

6.1 At the conclusion of a given study period the Board of Examiners will do the following, as per Board of Examiners (BoE) Process:

- approve individual student results;
- confirm student completion of the requirements of a program and eligibility to graduate;
- approve Supplementary Assessments; and
- determine the Academic Standing of all individual Enrolled Students.

6.2 Curtin College is using three (3) Academic Standings to identify a student's academic standing at the College. These standings are assigned at the Board of Examiners.

6.2.1 Criteria for determining a student's Academic Standing is as follows:

Current Academic Standing	Criteria	Next Study Period
Good Standing	Pass more than 50% of enrolled units	Good Standing
Good Standing	Fails a unit for the first time	Good Standing (but will receive an Early Warning Notification)
Good Standing	Fails 50% or more of enrolled units	Conditional
Good Standing	Fails a Service Taught unit or a Master's Qualifying Program unit	Conditional
Conditional	Pass more than 50% of enrolled units and meet the following criteria: • Pass any previously failed units that resulted in their status remaining Conditional; • Meet all conditions that may have been set down in relation to Conditional status; or • No longer meet the criteria for Conditional or Terminated.	Good Standing
Conditional	Fails 50% or more of enrolled units	Terminated

Current Academic Standing	Criteria	Next Study Period
Good Standing or Conditional	Fail any unit a third time	Terminated
Good Standing or Conditional	Fails any unit a second time that is a Master's Qualifying Program Unit or a Service Taught Unit	Terminated
Good Standing or Conditional	Doesn't complete at least 100 credits (usually four units) over the previous year	Terminated

6.3 Academic Standings & Intervention Strategies

6.3.1 **Good Standing**
Students are able to re-enrol with no restrictions or enrolment conditions.
Following the Board of Examiners / release of results, the Student & Academic Services Team will:
- record the Academic Standing on the students' record in the Student Management System;
- email students the "Notification of Academic Standing: Good Standing"; or
- email students who have failed any unit for the first time, but do not meet the criteria for a Conditional standing will be emailed an "Early Academic Progress Warning" notification;
- email notifications are sent to the student's College and personal email account;
- enable students to re-enrol with no restrictions or enrolment conditions.

The Early Academic Progress Warning notification will inform students of the following:
- That they are at risk of not meeting satisfactory academic progress and the consequences if they fail to meet satisfactory academic progress.
- The support options / Intervention Strategy available, including:
  - reduced study load;
  - meetings with the teacher the next time they attend the unit in order to implement action that would address the student's study issues.
  - meetings with the Student Counsellor or Student Learning Advisor;
  - meetings with academic team leaders (Program Managers, Discipline Leads);
  - links to additional online resources.

6.3.2 **Conditional**
Following the Board of Examiners / release of results, the Student & Academic Services Team will:
- record the Academic Standing on the students' record in the Student Management System;
- email students the "Notification of Academic Standing: Conditional" that will inform them of the following:
  - that they are at risk of not meeting satisfactory academic progress and the consequences if they fail to meet satisfactory academic progress.
  - they are permitted to re-enrol;
  - advise the student that they need to submit a Student Response Form within ten (10) working days from the date of the notification;

- the support options available, including:
  - reduced study load;
  - meetings with the teacher the next time they attend the unit in order to
  - implement action that would address the student's study issues.
  - meetings with the Student Counsellor, Student Learning Advisor;
  - meetings with the Program Team (Program Managers, Discipline Leads);
  - links to additional online resources.

Following the submission of the Student Response Form, the Program Manager or nominee will review the Student Response Form and create a Documented Intervention Strategy, which will outline a set of enrolment conditions, which may include:
- minimum attendance rates;
- meetings with one or more members of staff, as either a once-off or ongoing;
- the support offered by the College;
- reduced study load.
- referral to other support services available to them.

Students who do not complete and submit a Student Response Form will be contacted by the Program Manager or nominee, who will then encourage them to have a discussion about their progress or to attend a meeting.

6.3.3 **Terminated**

Following the Board of Examiners / release of results, the Student & Academic Services Team will:
- record the Academic Standing on the students' record in the Student Management System;
- block student from enrolling;
- email students the "Notification of Academic Standing: Terminated / Intent to Report" that will inform them of the following:
  - That they have not met satisfactory academic progress.
  - International students on a student visa will be reported in twenty (20) working days from the date of the notification to the relevant Government Department for failing to meet satisfactory program progression requirements.
  - Right to appeal details – as outlined in the College's Appeal's Policy – www.curtincollege.edu.au

After twenty (20) working days, students who have failed to appeal, or were unsuccessful in their appeal will receive the "Terminated/ Reported for Unsatisfactory Progress" email which will inform them that they have been terminated from the College.

International students on a student visa will be advised that they have been reported to the Department of Home Affairs (Immigration) for poor academic progress, and their Curtin College and Curtin University Confirmation of Enrolments (eCoEs) have been cancelled.

6.4 A student with an academic status of Conditional will be returned to Good Standing in the subsequent study period if they meet all of the following criteria:

- Pass any previously failed core units that resulted in their status remaining Conditional;
- Meet all conditions that may have been set down in relation to Conditional status; or
- No longer meet the criteria for Conditional or Terminated.

6.5   Appealing Academic Standing

Student who has reason to believe that there has been an error in the determination of their Academic Standing, may lodge an Appeal (refer to College's Appeals Policy) on any one or more of the following grounds:

- the College has not adhered to its relevant Policies and Procedures;
- there is new information that was not available at the time of the original decision;
- there has been a clear error by the College which has adversely affected the student's Academic Standing; or
- the student has experienced unexpected and exceptional personal or medical circumstances beyond the Student's control, provided that the Student can demonstrate with evidence that such circumstances:
  - have had a substantially negative affect on the Student's ability to participate in or study for the relevant Unit during the relevant Study Period;
  - such circumstances were not reasonably foreseeable before the relevant Study Period began; and
  - where a Learning and Assessment Plan is in place, that such circumstances fall outside or, or are a substantial deviation from the content of, the Learning and Assessment Plan.

6.6   Program Articulation Requirements

Program Team will contact students who do not meet the specific program and/or stream articulation requirements to discuss their study options.

6.7   Record Keeping

Academic Standings and Notification emails are recorded in the Student Management System.
Student Response Forms and Documented Intervention Strategies are stored by the Student and Services Academic team.

7   Review

This Procedure is tested and reviewed every 24 months and when at the time of any changes to the regulatory compliance requirements, legislation, regulation and guidelines.

8   Records Management

All records in relation to this document will be managed as follows:

Record type	Owner	Location	Retention	Disposal
Policy	Academic Director	Policy HUB	Perpetual but subject to annual review. Major change will see this version archived into the archive library and the revised version published in the Policy HUB	Archived into the archive library