



Course Progress and Intervention Strategy

Purpose

The purpose of this policy is to ensure that DELLA systematically monitors students 'in order to provide all students with the best opportunity to meet their study goals and aspirations and to ensure who are at risk of failing to meet course progress requirements are notified and counsels students

Scope

The policy applies to all international students currently enrolled with DELLA.

DELLA 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 DELLA 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. DELLA records attendance, however does not monitor attendance. Attendance records are maintained for a period of 4 weeks and are used as a means of determining nonattendance for 6 consecutive classes in a study period for the purpose of item 4.
3. Study period is defined as one term which is generally 10-12 weeks long and students are advised at the commencement of the term the units schedule to be delivered and assessed and the duration of the term.
4. Unsatisfactory/not meeting course progress is where;
 - the student is deemed Not Yet Competent in 50% of the units student is scheduled to attempt in a study period
 - the student has failed a pre-requisite unit
 - The student has failed to attend 6 consecutive classes in a study period (DELLA will record attendance)
 - Student identified will be immediately put on intervention strategy and the cause of the unsatisfactory course progress will be identified.
 - DELLA identifies a student who is at risk of making unsatisfactory course progress before the end of the study period, implements its intervention strategy as early as practicable.
5. Possible interventions may include but are not limited to:
 - Advising students on the suitability of the course in which they are enrolled and possible alternatives;
 - 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;
 - 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 NYC;
 - 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 a reduction in course load.
- Compassionate and compelling circumstances brought to the attention of Student Support Officers 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 DELLA is unable to offer a pre-requisite unit.
6. Students, who are deemed Not Yet 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 Yet Competent after three re-assessment attempts.
 7. DELLA provides all students with clear expectations on course progress requirements in the International Student Prospectus and Student Handbook which are provided to students prior to or upon commencement of a course. These are also available on DELLA's website at www.dellainternational.edu.au
 8. Trainers and Assessors will monitor each students progress and record each unit outcome for the units studied within the students chosen course
 9. 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.
 10. 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. DELLA may activate an intervention strategy at any point before the end of the study period.
 11. 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
 12. 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.
 13. In consultation with the compliance manager, the student support officer will tailor intervention strategies to each student's needs whether academic or personal. DELLA 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



14. 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
15. Documentary evidence of the interventions implemented will be kept on the student's file.
16. Where the student continues to demonstrate unsatisfactory course progress despite two warnings, as well as intervention and time has been allowed for the intervention to run its course, DELLA will provide written notice to the student of its intention to report the student to the Secretary of the Department of Education via PRISMS.
17. The written notice of the intention to report will also indicate to the student that he or she can appeal against the decision by accessing DELLA Complaints and Appeals process and has 20 working days in which to do so. If the student chooses to access this process, DELLA will maintain the students enrolment while the complaints and appeals process is ongoing
18. An appeal will only be considered if DELLA has not recorded or calculated the student's marks correctly, has not implemented intervention strategies as set out in this policy, or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress.
19. If the student chooses not to access DELLA Complaints and Appeals process, withdraws from the process, or the process is completed and results in a decision supporting DELLA, then DELLA will notify the Secretary of The Department of Education via PRISMS of the student not achieving satisfactory course progress as soon as practicable.
20. DIBP will consider all the information available and if they decide to consider cancellation, DIBP 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
21. All records and correspondence will be kept on the student's file



Course Progress and Intervention Strategy Process

