



Course Progress Policy: Intervention Strategy

Policy

This policy and related procedure relates to the monitoring of students academic performance and the consequent procedures for reporting to Department of Education, Employment and Work Relations (DEEWR) of unsatisfactory academic performance

DEFINITIONS:

Academic performance relates to assessment of competency as the student progresses through the qualification. For the purposes of this policy/procedure unsatisfactory academic performance requiring the Institute to report the student to DIAC is where a student has failed yet to achieve competence in a majority of units of competence undertaken in one term (9 weeks) of the qualification in the (AUR30405) Automotive course or in any two consecutive terms (18 weeks) of a semester of the qualification in the (BSB51107) Management course

PROCEDURE:

– Recording Student Academic Performance

The student's academic performance shall be recorded using the 'Student Academic Performance Record Sheet'. This spreadsheet will calculate the academic progress for the term, based on the total number of units that are required to be assessed and the outcome of these assessments.

- AUR30405 – Certificate III in Automotive Technology (1 term)
- BSB51107 – Diploma of Management (2 terms of a semester)

All students shall be deemed '**Competent (C)**' or '**Not Yet Competent (NYC)**' for each unit within the qualification they are enrolled and complete. The assessment shall be conducted by qualified trainers / assessors using the Ashmark Institute of Australia (thereafter known as AIA) assessment tools/methods and recording processes as required.

It is the responsibility of the Assistant to the Head of Department to ensure that the 'Student Academic Record Sheet' is also updated after each assessment is completed and recorded.

I.e. [BSB51107 – Diploma of Management course] if there were 4 units in total assessed in any two consecutive terms (18 weeks) and a student has been assessed as 'C' in 2 units and 'NYC' in 2 units for the term, the student's academic progress would look like:

Semester 1				
Student Name	Student No.	Number of Units Assessed ' Competent '	Number of Units Assessed ' Not Yet Competent '	Academic Performance Percentage (%)
John Smith	00123	2	2	50.00%

I.e. [AUR30405 – Certificate III in Automotive Technology course] if there were 9 units in total assessed in any one term (9 weeks) and a student has been assessed as 'C' in 4 units and 'NYC' in 5 units for the term, the student's academic progress would look like:

Term 1				
Student Name	Student No.	Number of Units Assessed 'Competent'	Number of Units Assessed 'Not Yet Competent'	Academic Performance Percentage (%)
Kevin Smith	00123	4	5	44.44%

These records are checked regularly by the Head of Department for currency and accuracy.

– ***Monitoring Student Academic Performance***

The Assistant to the Head of Department will monitor student academic performance via the 'Student Academic Performance Record Sheet' and report any issues, as outlined below, to the Head of Department. This monitoring will start from the fourth week of current term and will be supported by the Head of Department who will also monitor the student's academic progress regularly and will be involved in the student support and reporting process as outlined below.

▪ ***Any student falls below 60% of the academic progress for the first term***

- Student's shall be sent a Notification Letter indicating that they have fallen below 60% academic performance for the term, and failure to achieve competency in further units undertaken the current term may result in failing to achieve academic progress for the term. Failing to achieve this academic progression in two consecutive terms of a semester in Automotive and during course studies for diploma of management will be deemed in breach of visa requirements and will be reported to DIAC. The students are given the opportunity to be supported in their progress.

▪ ***When a student's academic progress falls below 50% for the first term***

– When a student's academic progress falls below 50% for the first term the Assistant to Head of Department shall notify the Head of Department and a '1st Warning Letter' shall be sent to current Australian residence indicating the student has to contact the Institute and organize an appointment with the Head of Department via Student Support Officer to discuss their poor academic progress and strategies to ensure that they stay above the 50% academic progress requirement for the following term.

If the student does not respond within 7 working days, the Head of Department will attempt to contact the student via telephone and/or email.



The Ashmark Institute of Australia will implement its intervention strategy after the First Warning Letter is issued and will monitor student's academic course progress during the second term.

- ***Any student who is below 75% academic progress in their current term after falling below 50% in their previous term***

– Student's shall be sent a '2nd Warning Letter' notifying them that they are at risk of breaching their requirement to maintain academic progression for each term they are enrolled. They are informed that they have fallen below 75% academic progress in the current term after falling below the required academic progression in the previous term. They are informed that if they fall below the required academic progression in two consecutive terms of a semester they will be reported to DIAC.

They are also informed that they are required to organise an appointment with the Head of Department to discuss their poor academic progress and strategies to ensure they stay above the 50% academic requirement for the term.

If the student does not respond within 7 working days the matter is forwarded to the Head of Department who will then attempt to contact the student via telephone and/or email.

- ***When a student's academic progress falls below 50% for 2 consecutive terms***

- The student shall be sent a 'NIR' letter indicating they are going to be reported to DIAC for unsatisfactory academic progress in their course of study. They are informed that this has occurred as they have failed to be deemed competent in more than 50% for two consecutive terms. They are also informed of their ability to access the appeals and complaints process and have 20 working days to do so.

If the student does not access any appeal or complaint process within 20 working days, the report shall be submitted via PRISMS.

- ***Intervention Strategies for students at risk for not achieving Satisfactory Academic Progress***

A student is deemed to be at risk when the student fails to achieve competency in at least 60% of the units being studied in a particular term.

Where a student is deemed to be at risk of not achieving a satisfactory course progress, intervention strategies shall be implemented to provide the student the opportunity to improve their progress. These intervention steps will include meeting with the student to identify the cause that is placing the student at risk. At this meeting, strategies to assist the student in completing the course within the expected duration shall be discussed and implemented as required. These strategies may include, but not limited to:

- Extra tuition and support to be organized
- Timetable adjustments
- Personal strategies to improve the student's ability to complete the course requirements
- Opportunity to re-sit a unit
- Extension in duration of course
- Receiving individual student support
- Receiving assistance with personal issues which are influencing progress

The Head of Department will meet with students identified as being at risk of not achieving a satisfactory academic progression and decide the intervention strategy most suited to the specific student's situation.

The steps involved in implementing the intervention strategy include:

- Interview with the student
- Development of an appropriate strategy
- Implementation of the strategy
- Monitoring and recording of the student's subsequent progress
- Warning letter if student is not progressing satisfactorily
- Further interview where necessary

AIA may extend the course duration of a student's study for the following reasons:

1. Implementation of AIA's intervention strategy for student's of not making satisfactory course progress
2. If the student is not going to complete his/her course on time.
3. Compassion of compelling circumstances, which include, but not limited to:
 - a) Serious illness or injury, where a medical certificates states that the student was unable to attend classes;
 - b) Bereavement of close family members such as parents or grandparents;
 - c) Major political upheaval or natural disaster in the home country requiring emergency travel which has impacted on the student's studies;
 - d) Traumatic experience which could include:
 - Involvement in, or witnessing of a serious accident;
 - Witnessing or being the victim of a serious crime.
 - e) AIA was unable to provide or offer pre-requisite unit; or
 - f) Inability to begin studying on the course commencement date due to delay in receiving a student visa

– ***Reporting 'Breach of Student Academic Progress'***

All students who fall below 50% academic progress requirement for two consecutive terms of a semester and have no supporting reasons shall be reported via PRISMS to



DIAC for a breach of their visa condition.

Students have 20 working days from the date the 'NIR' letter is processed to appeal the decision of their academic non-performance. If they do not choose to use this option or the appeal is unsuccessful, then the breach of visa conditions shall be reported as indicated.

This process of reporting breaches via PRISMS is the responsibility of the PRISMS Administrator.

When a student does not access the complaints and appeals process within 20 working days from the date as stated on the NIR letter, or an appeal is unsuccessful, a S.20 Form is completed on PRISMS and a copy of this form shall be printed and sent to the student notifying them of the reported breach. Copies of all letters, details of phone calls made, and any reports are to be kept in the student files.