Intervention Strategy

AFTA Travel & Tourism College NSW 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 of Practice for Registration Authorities and Providers of Education Training to Overseas Students 2007 requires providers 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.

1) Definitions

a) Compassionate or compelling circumstances - circumstances beyond the control of the student that are having an impact on the student’s progress through a course. These could include:

i) serious illness, where a medical certificate states that the student was unable to attend classes
ii) bereavement of close family members such as parents or grandparents
iii) major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
iv) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists’ reports)
v) where AFTA Travel & Tourism College NSW was unable to offer a pre-requisite unit
vi) 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.

b) Expected duration – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS

c) Study period- A study period is defined as the length of time it takes to complete two modules (6 - 24 days depending on the modules).

2. “At risk” procedures and intervention strategy

Details of AFTA Travel & Tourism College NSW’s intervention strategy will be made available to staff and students through orientation.

a) Students identified for the first time as “at risk” (ie they have failed one module) will be given a verbal warning from the Trainer/ Assessor if they are at risk of failing the subject. Trainer will also advise the Academic Coordinator that this has been done.
b) Students who were identified as “at risk” and fail an additional module are required to attend a formal intervention meeting (Intervention level 1). The students are contacted to make an appointment with the Academic Coordinator. At this stage the student will be coded in the student data base as “intervention strategy level 1”. Students will be advised that unsatisfactory course progress in two consecutive study periods could lead to the student being reported to DEEWR and cancellation of his/her visa depending on the outcome of any appeals process.

c) During the meeting between the student and the academic coordinator an appropriate intervention strategy will be negotiated. This may include:

• Advising the student that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DIAC and visa cancellation, depending on the outcome of any appeals process.
• Advising the student on the suitability of the course in which the student are enrolled in;
• Assisting the student by advising of opportunities for the student to be reassessed for tasks in units or subjects the student had previously failed, or demonstrate the necessary competency in areas in which the student had not been previously able to demonstrate competency; and
• Assist in the identification and implementation of support strategies to enhance the student’s progress;
• a recommendation that the student seeks appropriate personal and/or academic support from within or outside of AFTA Travel & Tourism College NSW;
• regular feedback from academic staff that may include discussion, continuous (perhaps informal) assessment to track progress, model answers, lists of common mistakes, peer and self evaluation;
• counselling to consider alternative programs at another provider;
• other such support as deemed appropriate by the academic coordinator in light of the academic and/or personal difficulties facing the student.

See table 1 for more information

d). A record of all counselling sessions and the specific support decisions will be held on the student’s file.

Support strategies
In addition to specific support negotiated in an intervention policy, AFTA Travel & Tourism College NSW conducts:

• subject specific help desks and workshops outside of normal class contact hours;
• one-on-one language support for students requiring further English language support;
• one-on-one or small group academic support for students
3. Unsatisfactory academic progress: intention to report stage
   a) In the middle of the second study period the student is verbally advised of their increased risk of being reported. Trainer advises the Academic Coordinator that this has been done.

   b) An international student who is identified as “intervention strategy level 1” and who fails to achieve a pass in at least 50% of their enrolment in a consecutive study period will be deemed as making unsatisfactory academic progress and recorded in the database as “intervention strategy level 2”.

   c) The student will be provided with a written notice of intention to report to DEEWR, informing them that they are able to access AFTA Travel & Tourism College NSW’s complaints and appeals processes, and that they have 20 working days in which to do so.

   d) Whilst this process is being conducted the student will be permitted to enrol and attend classes and will be placed on an “intervention strategy level 2” condition.

   e) On expiry of this period, or on completion of the appeals process confirming unsatisfactory academic progress, the student’s enrolment will be terminated, and reported through PRISMS for unsatisfactory academic progress.

4. Grievance
   Where a student objects to a recommendation for reduced study load or the implementation of AFTA Travel & Tourism College NSW’s Intervention Policy they may initiate an academic grievance under the Complaints Policy.

5. Policy review
   This policy will be review as part of the AFTA Travel & Tourism College NSW three year policy review cycle.
Table 1 - Intervention strategy process

<table>
<thead>
<tr>
<th>Stage</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Study period</td>
<td>6 – 24 days depending on the modules</td>
</tr>
<tr>
<td>“at risk”</td>
<td>When student fails one module, students are given a verbal warning from the Trainer/Assessor if they are at risk of failing the subject. Trainer advises the Academic Coordinator that this has been done.</td>
</tr>
<tr>
<td>Pre-Intervention stage (identifying at risk students)</td>
<td>Students failing the first study period are required to attend a formal intervention meeting (Intervention level 1) and are given a letter regarding the outcome of their intervention meeting and any conditions attached.</td>
</tr>
<tr>
<td>Intervention level 1</td>
<td>After the next module the student is verbally advised of their increased risk of being reported. Trainer advises the Academic Coordinator that this has been done.</td>
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<tr>
<td>Intervention Level 2</td>
<td>Students who have failed more than 50% of subjects in two consecutive study periods are issued with an “Intention to report” letter and given 20 working days to appeal.</td>
</tr>
<tr>
<td>Appeals stage</td>
<td>Internal and external appeals process (refer to Complaints and Grievances policy)</td>
</tr>
<tr>
<td>Reporting stage</td>
<td>Students who fail to lodge an appeal or whose appeal is unsuccessful are reported on PRISMS</td>
</tr>
<tr>
<td>Post reporting stage</td>
<td>Student is sent a copy of the PRISMS non-compliance letter and a copy is kept on the student’s file</td>
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