

Intervention Policy and Procedure

1. Purpose

The Westin College Intervention Policy and Procedure was developed to support Student Visa holders who are “at risk” of not completing their course of study within the registered course duration. Students may be identified as being ‘at Risk’ based on:

- Participation /Attendance monitoring
- Course progress monitoring
- Westin College reporting processes and via a Trainer generated Student Observance Record

In order to comply with the requirements of the Education Services for Overseas Students (ESOS) Act 2000, specifically the National Code 2018 standard 8, Westin College must provide a documented strategy to assist students to achieve satisfactory course progress.

2. Related Documents

Student Observance Record
 Student Statement Form
 Intervention Strategy Form
 Individual Training Plan
 Incident Report Form
 International Student Handbook
 Course Progress Monitoring Policy and Procedure

3. Related Legislation

Education Services for Overseas Students (ESOS) Act 2000
 National Code 2018 Standard 8

4. Scope

All overseas students at Westin College will be provided with the appropriate support from Westin College Student Support Officer to help them meet their course requirements. Under certain conditions intervention may be required, as detailed in this policy, to help overseas students meet their course requirements. This policy and the corresponding procedure are to be made readily available to all staff and students.

5. Responsibility

The Academic Manager is responsible for the monitoring of the Intervention Policy and Procedure.

6. Definitions

Compassionate or compelling circumstances	Extenuating circumstances which are usually beyond the student’s control and impact upon the student’s progress or wellbeing. This including but not limited to serious injury or illness, bereavement, being a victim of crime or traumatic experience.
Exclusion	The student cannot enroll in a course at the same or higher level for the period of exclusion.

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Exclusion Notice	A letter of notification issued to a student informing the student that they are excluded from their course
Intervention Strategy Plan	The individual plan to provide academic support and/or assistance to a student identified as being at risk of not achieving satisfactory course progress in the current or previous study period.
International student	A student of Westin College who holds an Australian Student Visa and is enrolled in a CRICOS registered course.
PRISMS	An acronym for Provider Registration and International Student Management System used to process information given to the Department by registered providers.
Satisfactory course progress	Demonstrated competency in more than fifty percent (50%) of the enrolled units of competency within a teaching period, is deemed to have satisfactory progress.

7. Policy Provisions

7.1 For the purposes of this policy and Westin College’s requirement to demonstrate compliance with the National Code 2018, an intervention strategy:

- 7.1.1 is a plan to assist students who have been identified as being “at risk” of not completing their course of study within the registered course duration;
- 7.1.2 is designed to provide an “at risk” student with support and assistance in managing their study commitment in order for them to achieve and maintain satisfactory course progress requirements;
- 7.1.3 is made up of a number of components which are dependent upon the student’s individual circumstances, needs and willingness to engage with the strategy;
- 7.1.4 is designed to support and assist identified students to successfully meet their scheduled study requirements within the registered duration of the course or to provide the student with agreed strategies that will support the student in developing a new and appropriate individual study plan that will achieve the required course study outcomes and/or results which may include, but are not limited to:
 - 7.1.4.1 additional tuition sessions;
 - 7.1.4.2 attending learning workshops or activities;
 - 7.1.4.3 the development of an individual study plan;
 - 7.1.4.4 referral to and external health and/or counselling services/provider;
 - 7.1.4.5 other options and activities that will assist the student meet their course study progress requirements.
- 7.1.5 must be documented with evidence including supporting documentation where applicable registered and saved on the students record.

7.2 An intervention strategy requires a meeting involving the student, a Student Services Officer and the relevant trainer/s where applicable. The Intervention Policy and Procedure is designed to investigate and determine why the student is ‘**at risk**’ and to develop an appropriate intervention strategy to assist the student to then meet their course of study requirements and/or satisfactory course progression in the registered course timeframe and/or to assist in resolving issues the student has which may result in the cancellation of the students enrolment.

7.3 The following indicators may identify an “at risk” Student:

- 7.3.1 Erratic and/or ongoing unsatisfactory/attendance
- 7.3.2 Unsatisfactory scheduled assessment results and/or outcomes

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- 7.3.4 A lack of interest or poor participation in class learning and activities
- 7.3.5 Negative interaction or behavioral issues

7.4 **The intervention strategy** as discussed and agreed with the student, is to be recorded on the Intervention Strategy Form together with any notes recorded on the Incident Report Form (if applicable) with details to be recorded on the Student Management System.

7.5 **A letter confirming the agreed strategy outcomes is to be sent to the student and a copy to the relevant Trainer/s within five (5) days.**

7.6 The Student Services Officer may be to use the following list of potential and proven strategies available to the student to assist them:

- 7.6.1 Adjusting the students course schedule (including change of session times)
- 7.6.2 Appointing a class ‘buddy’, who attends same class to offer support
- 7.6.3 Teaching/learning workshop and/or activities
- 7.6.4 **Revised Assessment Agreement (UOA)** to support the student to complete assessments by an alternative agreed due date
- 7.6.5 Directing the student to attend relevant Assessment Support Sessions
- 7.6.6 Direct student to attend FREE Assessment Support Sessions on studying skills
- 7.6.7 Referral for English level assessment test
- 7.6.8 Referral for additional English language classes, which may require deferral of Westin College studies
- 7.6.9 Providing advice re course suitability and transfer to an alternative course where appropriate
- 7.6.10 Referral to independent/external health and support services
- 7.6.11 Other actions that take into consideration the student’s current situation, circumstances and personal needs.

7.7 It is important to understand those issues that may contribute to the student being deemed ‘**at risk**’ in order to successfully establish and develop an effective and relevant intervention strategy for the student.

7.8 Some contributing factors to be considered should include, but not limited to:

- 7.8.1 Personal circumstances i.e. medical & personal problems/issues with family/friends/work
- 7.8.2 Lack of interest in their chosen course
- 7.8.3 Lack of understanding of the course content and assessment requirements
- 7.8.4 Personality conflicts with Trainer/classmates
- 7.8.5 Insufficient English language skills

Note:

The Westin College Intervention Policy must be made available to all Westin College Trainers, Staff and Students.

7.9 The Westin College Monitoring Course Progress requires - At a minimum, that the Intervention Policy must be activated where the student has not successfully achieved **more than 50%** of the schedules units of competence and/or the scheduled assessment outcomes for a study period (study period = Term/10 weeks) in the first instance/occasion.

7.10 The Westin College Intervention Policy is to specify the procedures for identifying students who are ‘**at risk**’ and the support and assistance available to the student including, but not limited to:

- 7.10.1 Procedures for contacting and meeting with the student
- 7.10.2 Strategies available to support and assist the student to achieve satisfactory course progress and

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acceptable participation within their course of study

7.10.3 The process used and outcomes that require the Westin College Intervention Policy to be activated

7.11 Throughout the intervention strategy meeting and discussions, students have the right to be assisted and accompanied by a support person.

7.12 The agreed intervention strategy must be recorded with a copy strategy document and relevant supporting documentation such as the Individual Student study Plan to be provided to the student within five (5) working days with notes entered onto the Westin College SMS and a copy kept in the student's file.

7.13 The agreed intervention strategy outcomes and any individual student study plan must be reviewed within a reasonable time to ensure its continued effectiveness.

8 Policy Information

Authorised Officer	PEO
Supporting documents, procedures & forms of this policy	Refund and Cancellation Policy and Procedure Complaints and Appeals Policy Course Variation Application Form (CVAF) - Cancellation of Enrollment Application for Refund Form
Related Legislation and Codes of Practice	Standards for Registered Training Organisations (RTOs) 2015 Education Services for Overseas Students (ESOS) Act 2000 National Code of Practice for Providers of Education and Training to Overseas Students 2018 Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012
Audience	Public

9 Procedure

9.1 Course Progress

9.1.2 **Step 1:** A Student Services Officer identifies students requiring an intervention strategy. This may be via:

9.1.2.1 **Student Participation Monitoring Report** – Student with **less than 80% attendance** in a study period.

9.1.2.2 **Course Progress Monitoring Report** – Students who have not achieved **more than 50%** of the scheduled units of competence and/or scheduled assessment outcomes in the First Instance during a study period.

9.1.2.3 **Student Observance Record** - completed by Westin College Trainer/s or staff member, detailing concerns raised and/or identified regarding the student/s.

9.1.2 **Step 2:** Prepare the Intervention – Warning and Meeting Invitation emails to be emailed to the student identified.

9.1.3 **Step 3:** Record all appointment times made with the student including the student name and number in the Google calendar, and ensure relevant Trainers and Staff have been invited via the appointment. Details of appointments times etc. are to be recorded in aXcerlerate for each student.

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9.1.4 **Step 4:** Meet with student and record all details of discussions held on the Intervention Strategy Form, and an Incident Record Form if applicable, a Student Statement document, and record of conversation if applicable.

9.1.5 **Step 5: Prepare the Intervention Strategy Outcome Letter** which is to outline the agreed intervention strategies and outcomes for student. This must be done and emailed to the student within five (5) working days of the meeting and include the future scheduled appointment date for a review to be conducted regarding the progress of the agreed strategy outcomes with the student.

9.1.6 **Step 6:** Record details of agreed ‘strategy’ outcomes in aXceerate and file copy of the intervention strategy in the student file.

9.2 Extending Course Duration

9.2.1 As an outcome or consequence of an Intervention Strategy meeting, Westin College may choose to extend a student’s course duration, this may include, but is not limited to for the following:

9.2.1.1 Compassionate or compelling circumstances exist. Evidence has been provided to support this decision;

9.2.1.2 A student’s course of study has been approved to defer/suspend.

9.2.2 Where Westin College has extended the duration of a student’s enrolment; the student must be advised in writing that the student is required to make contact with the Department of Home Affairs (DHA) and seek advice on any potential impacts on their visa.

10. Revision History

Creation/ Revision Date	Comment	Created/ Revised By
Feb 2021	Policy and Procedure created	CEO
June 2022	Updated Logo, Footer, changed CEO to PEO, removed newbery.	PEO
June 2023	Changes in the Footer, Added Business details , added ABN	PEO