INTERVENTION & RISK MANAGEMENT

Policy number: 14.19
Authorised by: Director, Trison Business College
Introduction date: 1/6/08
Last revision date: 15/3/10

Policy Statement

Trison Business College is committed to the delivery of high quality training and support services to all students through the regular monitoring and assessment of student progress. This policy applies where the progress of an international student is deemed to be unsatisfactory.

This policy also ensures that legislative requirements of the ESOS Act and National Code are met.

Policy Guidelines

1. Satisfactory course progress is achieved by submitting assignments by the due date, paying course fees by the due date and maintaining a minimum attendance of 6 hours per week. Where the requirements for satisfactory progress are not met on two or more occasions during a term, or where the Training Officer determines that satisfactory course progress is unlikely to be achieved, or where the student cannot be contacted for a period in excess of 2 weeks, or where the student is at risk of not completing the course within the duration specified on the student's CoE, this policy is to be implemented within 7 days.

2. Once course progress is deemed to be unsatisfactory the Director is to be advised. The Director, in consultation with the Training Officer will determine an appropriate intervention strategy. This may involve, but is not limited to, requesting the student attend classes more frequently, arranging for the student to complete additional training from within Trison Business College's scope of registration at no cost, transferring to a more suitable course, arranging for the student to complete additional English language training or other suitable training with an external provider, recommending the student forgo school holidays and attend classes instead, referral to counselling and support services, promotion of student support services.

3. Once an appropriate strategy has been identified the student will be advised of the requirements and the strategy will be documented in the comments section of the student database.

4. In the event that a student cannot be contacted to discuss the implementation of this policy, and attempts have been made to contact the student for a period of at least two weeks prior to implementing this policy, the Director will issue a letter to the student notifying the student of the Director's intention to report the student to the Department of Immigration and Citizenship for unsatisfactory performance (refer Form 14.17.02 *Warning of Intention to Report Unsatisfactory Performance*). The student will be advised that they have 20 days to access Trison Business College grievances, complaints and appeals processes.

5. Where a student elects not to follow the strategy identified, or where the students progress does not return to a satisfactory level, the student will be counselled and will be required to attend a meeting with the Director, and Training Officer where appropriate. The purpose of this meeting is to determine reasons for the continued unsatisfactory performance, and develop further intervention strategies if possible. The student is to be advised the continued unsatisfactory performance will result in the student being suspended from the course and their enrolment cancelled. The agreed outcomes of this meeting are to be documented and written confirmation from the student is to be sought, acknowledging that the student understands and agrees with the processes outlined. This meeting is to take place within 7 days of the student declining to follow the intervention strategy or, having followed the intervention strategy, the student performance is still deemed to be unsatisfactory.

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6. A written record of the meeting will be maintained on the student's file.

7. Having met with the student and provided a written intervention strategy to the student, student progress is to be monitored by the Director on a weekly basis until the Director is satisfied that a satisfactory course progress level has been achieved.

8. If the student continues to make unsatisfactory course progress the Director will issue a letter to the student notifying the student of the Director's intention to report the student to the Department of Immigration and Citizenship for unsatisfactory performance (refer Form 14.17.02 *Warning of Intention to Report Unsatisfactory Performance*). The student will be advised that they have 20 days to access Trison Business College grievances, complaints and appeals processes.

   Appeals can be made on the following grounds:

   i. Trison Business College's failure to record or calculate student results accurately,
   ii. compassionate or compelling circumstances, or
   iii. Trison Business College has not implemented this strategy or other policies according to the documented policies and procedures that have been made available to students.

   Where an appeal is made on compassionate or compelling grounds Trison Business College will seek documentary evidence to support the claim.

9. Upon expiration of 20 days if the student has chosen not to pursue the grievance, complaints and/or appeals processes, or if at the conclusion of this process unsatisfactory performance has been confirmed, the student will be suspended from the course and their enrolment will be cancelled. The Department of Immigration and Citizenship will be advised within 5 working days that the student has not achieved satisfactory course progress via PRISMS.

10. Any future enrolment from the student will only be accepted at the discretion of the Director, and will take into account the previous academic performance.

11. The above policy does not apply where the student is not a bona fide student. Where a student is identified as non-bona fide then the Directory may cancel the enrolment without implementing the Intervention & Risk Management Strategy.