



MANDATORY INTERVENTION STRATEGY

POLICY TITLE: MANDATORY INTERVENTION STRATEGY
POLICY NUMBER: WIP0910 - 016
POLICY DATE: 1 JULY 2016
LAST REVIEW DATE: 11 AUGUST 2016
RESPONSIBILITY: MANAGER STUDENT ADMINISTRATION (MSA)

WAIFS monitors course progress in accordance with the ESOS ACT 2000 Department of Education Course Progress Policy and Procedures for CRICOS Providers of VET Courses.

This states that:

The provider must have an intervention strategy for any student who is not making satisfactory course progress. It must be made available to staff and students and must specify:

- (i) procedures for contacting and counselling students;
- (ii) strategies to assist identified students to achieve satisfactory course progress; and
- (iii) the process by which the intervention strategy is activated.

The intervention strategy must include provisions for:

- (i) where appropriate, advising students on the suitability of the course in which they are enrolled;
- (ii) assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
- (iii) advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DIBP and cancellation of his or her visa (although cancellation is not automatic), depending on the outcome of any appeals process.

Activation of Intervention Strategy

The intervention strategy identifies students who are at risk of not making satisfactory progress. This is to be implemented when students are deemed not yet competent in 50% or more of course requirements in any study period, where a study period is defined as a semester. This is the minimum requirement.

CRICOS Provider No. 03188C RTO Provider No. 52128	Author: WAIFS		Current Version: 1.0	
Document name/number and file location: Mandatory Intervention Strategy/ S:\WAIFS Policies	Initial Issue date: 1/07/16	Current Version Issue Date: 11/11/2016	Next review date: 11/11/2017	Page 1 of 7



However, to ensure that WAIFS identifies students who are at risk of not making adequate course progress, WAIFS' reviews course progress:

- (i) If a trainer identifies that a student is at risk of making poor course progress at an earlier date e.g. because of poor/erratic attendance at their course/work-based placement;
- (ii) Half way through a study period;
- (iii) At the end of a study period.

Note: where a student is unable to commence work-based training/is withdrawn from work-based training/concerns are raised about the competence of a student involved in work-based training, the Head of Training/Trainer must consider how the student will be able to complete this element of their course. This may involve liaising with host employers to arrange for work-based training to be completed in 'non-compulsory' periods of study (i.e. holidays) and/or the student receiving additional training in units of competency where they are currently considered not competent before being able to re-attend a work-based training placement. If the student has been withdrawn from a work-based training placement because of their behaviour, the Head of Training/Trainer must meet with the student and discuss the areas of concern. If the Head of Training/Trainer considers that these areas of behavioural concern can be addressed, then the intervention strategy should consider what needs to be addressed, a timeframe for addressing it and rescheduling of work-based training (potentially with a different host employer).

If the Head of Training/Trainer considers that the behaviour cannot be addressed adequately then the WAIFS policy on suspension/deferral/cancellation needs to be commenced for reasons of 'student default'. Students are informed of the potential impact on their visas of not successfully completing work-based training periods of their course.

Behavioural concern can include erratic/poor attendance at a work placement which is not supported by a compelling/compassionate reason.

Intervention strategy meetings with students should be held as required by the Academic Progress Policy and Procedure.

Contacting Students

Students are contacted by the MSA (or suitable alternative) at the email address maintained on their student records in WISENET.

CRICOS Provider No. 03188C RTO Provider No. 52128	Author: WAIFS		Current Version: 1.0	
Document name/number and file location: Mandatory Intervention Strategy/ S:\WAIFS Policies	Initial Issue date: 1/07/16	Current Version Issue Date: 11/11/2016	Next review date: 11/11/2017	Page 2 of 7



The wording for an email (and letter) should state:

- The name of the student and their student ID No.
- The Course in which they are enrolled.
- That WAIFS is contacting the student in accordance with its documented course intervention strategy and that the student has been identified as not making satisfactory course progress in the Study period ended XXXXX.
- That the student is requested to contact the MSA within 5 working days to confirm their attendance at the intervention strategy which will assist the student to make satisfactory course progress as required by DIBP Student Visa Condition 8202 – “You **must** maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.”

A copy of this correspondence should be kept on the student’s electronic or hard copy file.

Alternatively, the student may be informed by personal contact with their trainer. If a meeting is arranged to discuss the intervention strategy and the meeting proceeds without an email request having been sent, the trainer must still inform the Manager, Student Administration Services (or suitable alternative) that this has taken place.

A copy of this information should be kept on the student’s file (electronic or hard copy file).

Where additional attendees are required, a meeting request should be sent through Microsoft Outlook to the required attendees.

The Head of Training/Trainer responsible for the intervention being implemented should ensure that details of the intervention strategy (name of student, date of intervention, date of reviews) are entered into the “Intervention Strategy Student Tracking” Spreadsheet available in X:/Training and Assessment/Intervention Strategy.

Intervention Strategies

The intervention strategy is to be documented on the “Intervention Interview and Strategy Agreement Form”.

CRICOS Provider No. 03188C RTO Provider No. 52128	Author: WAIFS		Current Version: 1.0	
Document name/number and file location: Mandatory Intervention Strategy/ S:\WAIFS Policies	Initial Issue date: 1/07/16	Current Version Issue Date: 11/11/ 2016	Next review date: 11/11/2017	Page 3 of 7



Intervention strategies *can include* attending academic skills programs, such as English support classes, referral to a personal counselling service(where performance is related to personal issues which have arisen), additional classes, resubmission of assignments only, demonstrating competency in areas where they have previously been unable to do so and a reduction in program load.

The Head of Training/Trainer should consider what is most appropriate in each individual case. It should be noted that the above list is not exhaustive and it is at the discretion of the Head of Training/Trainer to consider what is appropriate in each individual case.

Where the Head of Training/Trainer believes that a student would be better suited to another program, they should recommend this to the student as part of their intervention strategy. They should not exclude the student, while at the same time recommending that the student transfer to another program.

The Head of Training/Trainer (through referral to the Manager, Student Administration Services (or appropriate alternative)) must consider whether any intervention strategies will impact on the student’s ability to complete their course within its normal expected duration. If an intervention strategy would lead to a student not being able to complete their studies within the normal expected duration of the course, the MSA (or suitable alternative) should refer to the “Completion within Expected Duration of Course” Policy

Note: If a student does not attend the intervention strategy meeting, the Head of Training/Trainer should still complete the “Intervention Interview and Strategy Agreement” form. It is unfortunate that not all students will attend such meetings. However, it is important that an intervention is put into place and communicated to the student.

If a student does not attend, the Head of Training/Trainer/Manager, Student Administration Services/Suitable alternative should email the “Intervention Interview and Strategy Agreement” form to the student so that the student is aware of the intervention plan that they will be assessed against.

If the student contacts the Head of Training/trainer within a reasonable timeframe from emailing of the “Intervention Interview and Strategy Agreement” to request that a subsequent meeting be held that they will attend, the Head of Training/trainer can agree to do so. “Reasonable timeframe” is not

CRICOS Provider No. 03188C RTO Provider No. 52128	Author: WAIFS		Current Version: 1.0	
Document name/number and file location: Mandatory Intervention Strategy/ S:\WAIFS Policies	Initial Issue date: 1/07/16	Current Version Issue Date: 11/11/2016	Next review date: 11/11/2017	Page 4 of 7



prescribed by WAIFS but should be judged based on the reasons a student gives for not attending the initial meeting.

The Head of Training/trainer are responsible for ensuring that follow up, in accordance with the intervention strategy implemented, takes place and should update the *“Intervention Strategy Student Tracking” Spreadsheet available in X:/Training and Assessment/Intervention Strategy to reflect this.*

Unsatisfactory Course Progress in Two Consecutive Study Periods

If a student continues to not meet satisfactory progress requirements in a second consecutive study period, this could lead to the student being reported to DIBP and cancellation of his or her visa, depending on the outcome of any appeals process.

Prior to July 1 2012, DIBP indicated that where a student is reported for unsatisfactory course progress, the student’s visa will be cancelled in all but extreme cases. Therefore, if a student is excluded it is almost certain that their visa will be cancelled. This will result in a three year ban on re-entering Australia.

Under current legislation, automatic cancellation of student visas for unsatisfactory attendance or course progress has been removed. WAIFS is now required to:

- advise the Department of Immigration and Border Protection (DIBP) of unsatisfactory course progress;
- ensure current student contact details are entered into PRISMS at the time of reporting to DIBP
- WAIFS no longer has to send Section 20 notices to students that require them to go to a DIBP office;
- DIBP will contact students about their student visa if necessary.

WAIFS is only able to initiate the reporting process for a student not making satisfactory progress after an intervention strategy has been implemented in accordance with WAIFS policies and the intervention strategy has been allowed time to run its course.

Failure to implement the intervention strategy could be successful grounds for an appeal by a student and may also constitute a breach of the National Code 2007.

If a student is identified for a second, but not consecutive, study period as not making satisfactory course progress, the provider **does not** report the student for unsatisfactory course progress.

CRICOS Provider No. 03188C RTO Provider No. 52128	Author: WAIFS		Current Version: 1.0	
Document name/number and file location: Mandatory Intervention Strategy/ S:\WAIFS Policies	Initial Issue date: 1/07/16	Current Version Issue Date: 11/11/ 2016	Next review date: 11/11/2017	Page 5 of 7



Other Information Relevant to this Strategy, Including Reporting to DIBP

Staff and students should refer to the “ Academic Progress Policy and Procedure”, “Complaints and Appeals” Policy and “Completion within Expected Duration of Course” policy for further information relating to course progress and completion, reporting of students to DIBP and the complaints and appeals process.

Availability of Document for Staff and Students

Students:

- WAIFS Website
- Student Portal
- From WAIFS Administration Staff

WAIFS Staff:

- Shared Drive on WAIFS Server
- WAIFS Website
- Given to All Relevant Staff at Induction (predominantly Trainers and Administration Staff)
- Email Updates as required.

CRICOS Provider No. 03188C RTO Provider No. 52128	Author: WAIFS		Current Version: 1.0	
Document name/number and file location: Mandatory Intervention Strategy/ S:\WAIFS Policies	Initial Issue date: 1/07/16	Current Version Issue Date: 11/11/2016	Next review date: 11/11/2017	Page 6 of 7



INSERT DATE

STUDENT NAME

Student No.

Address

Dear

Monitoring Course Progress and Mandatory Intervention Strategy – INSERT COURSE

In accordance with the requirements of Standard 10 of the National Code 2007, WAIFS has assessed your course progress at the end of the study period which ended on *insert date*.

DIBP Student Visa Condition 8202 states – “You **must** maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.”

I am writing to inform you that you have been assessed as at, or at risk of, not making satisfactory course progress in the study period reviewed, where satisfactory course progress is defined as being assessed as competent in at least 50% or more of the course requirements in the study period.

You are requested to attend a meeting with (insert as appropriate) on INSERT DATE at *INSERT TIME at (INSERT PLACE)* to discuss an intervention strategy.

It is important that you understand that being assessed as not making satisfactory course progress in *two consecutive study periods* for your course could lead to your Certificate of Enrolment (“CoE”) being cancelled for unsatisfactory course progress. This does not lead to automatic cancellation of your visa by the Department of Immigration and Border Protection (“DIBP”). However, DIBP may do so having considered all facts relevant to the cancellation of your CoE and you should take this matter very seriously.

Please contact the Manager, Student Administration Services within 5 working days from the date of this letter, to confirm whether you will be attending the proposed intervention strategy meeting.

Yours sincerely

Elly Priestly

Manager, Student Administration Services

admin@waifs.wa.edu.au

CRICOS Provider No. 03188C RTO Provider No. 52128	Author: WAIFS		Current Version: 1.0	
Document name/number and file location: Mandatory Intervention Strategy/ S:\WAIFS Policies	Initial Issue date: 1/07/16	Current Version Issue Date: 11/11/2016	Next review date: 11/11/2017	Page 7 of 7