

## Support and Intervention Strategy Policy

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### 1. PURPOSE

The purpose of this policy is to assist JMC Academy staff to identify and assist students who may be at risk of not completing their course of enrolment and increase course completions by intervening with a structured Study Plan or a formal Learning Agreement.

This policy should also be read in conjunction with the Monitoring Workload of All Students Policy

### 2. SCOPE

This policy applies to all students, including international students, identified as 'at risk' of not achieving full satisfactory academic progression.

JMC Academy recognises that it is primarily responsibility of the student to be accountable for their academic performance.

### 3. DEFINITIONS

**EFTSL** – Equivalent of Full Time Study Load

**Study Load** – number of units attempted by student in any given study period

**Study Period** – trimester or semester

#### Academic Progression Categories

- Satisfactory Academic Progression
  - student who passes every unit in any given study period.
- Conditional Academic Progression (CAP)
  - student, who fails less than 50% of study load (EFTSL) in any study period and **none of the failed units** have been attempted and failed previously.
- Encumbered Academic Progression (EAP)
  - student, who fails 50% or more of a study load (EFTSL) in any study period for the first time or
  - student, who fails the same unit for the second time.
- Unsatisfactory Academic Progression (UAP)
  - student who fails 50% or more of a study load (EFTSL) in two consecutive study periods or
  - student, who fails the same unit for the third time.

'At risk' students are defined as:

1. Students who at enrolment are considered to be potentially at risk of non-completion without an academic support program,
2. Students in their first study period who have been identified to be at risk of non-completion of a unit through the failure or non-submission of an assessment item,
3. Students who during the course of their studies fall in Conditional/Encumbered/Unsatisfactory Academic Progression category (*please see below*),
4. Students who have experienced 'educational disadvantage' (because of illness, disability, disrupted education, family problems or misadventure),
5. Any students who have been referred directly by an Academic Staff member.

*Passing a unit means:*

- total of all weighted assessment tasks marks for a unit is at least 50%, or

- student has been awarded a Conceded Pass, or
- student has been awarded RPL grade.

*Failing a unit means:*

- total of all their weighted assessment tasks marks for a unit is less than 50%, or
- student has not been awarded a Conceded Pass, or
- student has withdrawn/deferred after week 8 of any study period and unit resulted in academic fail, or
- student has not submitted required assessment tasks before or on submission due date, has not applied for assessment extension and has not initiated a withdrawal or deferral process, or
- student has been penalised for academic misconduct, and when applied, the penalty means total marks for all their weighted assessment tasks for a unit is less than 50%.

*Failing a pre-requisite unit:*

- if a student fails a unit that is a pre-requisite for another unit, student cannot enrol in any of those other units until they have passed the pre-requisite unit.
- on those occasions where the final grade for a pre-requisite unit has not been finalised, the Head of Department will meet with the student to determine the best course of action.

For definitions not listed here please refer to *JMC Academy Glossary*.

## 4. POLICY

### 4.1 SUPPORT AND INTERVENTION STRATEGIES

JMC Academy employs a wide range of support and intervention strategies when supporting students identified as 'at risk'. These include but are not limited to:

- Invitation and encouragement to attend start up program (This program is open for all students with students in their first study period in focus),
- Invitation and encouragement to attend various academic and life skills workshops offered,
- Frequent contact and follow-up checks from the Academic Support Services team,
- Explicit instructions about how to avoid academic misconduct,
- 'Hand-In' - Transition Assistance Program (TAP) (undergraduate students in their first study period only) Please see below,
- Regular 1-on-1 meetings with the Academic Support Services team for individual assistance,
- Recommendation of Counsellor's assistance with personal matters and/or wellbeing if necessary,
- Creation of, or amendment to, a Disability Plan wherein reasonable adjustment is instigated where disabilities or medical conditions are impacting on the student's ability to participate or progress,
- Referral to an academic staff member for additional assistance,
- Specification of units for the current/next study period,
- Restriction in the number of units (reduced study load) for the current/next study period,
- Specification of attendance or participation requirements,
- Structured Study Plan (*Please see below*),
- Structured Learning Agreement (*Please see below*),
- Other interventions appropriate to the case.

#### 4.1.1 'Hand In' Transition Assistance Program (TAP)

To assist students who are in their first trimester of study familiarise themselves with JMC Academy's assessment procedures, these students are granted a one trimester "grace period" called '**Hand-In**' - **Transition Assistance Program (TAP)**. TAP program has been explicitly designed to support undergraduate students in their transition to the higher education environment.

This means that students who submitted their assignment on time and receive a grade less than 50%, on their first attempt on any of their given assessment tasks, have the option to resubmit (resit exams). Maximum grade student is able to receive for their resubmitted assessment is 50% - Pass.

Students in their first trimester of study who chose not to exercise their option to resubmit any of their assessment tasks for a unit cannot take a 'rain check' and the grade for that assessment task will be recorded as 'Fail'.

Students, who applied for Special Consideration due to unforeseen circumstances that might have impacted their ability to fulfil the requirements of the assessment and whose application has been approved, will be required to adhere to conditions agreed upon with the Head of Department.

#### 4.1.2 Last assessment to complete the Bachelor award

Bachelor students in their last study period who submit their last assessment piece in any unit enrolled in that study period – which would complete their Bachelor award if successful – on or before the due date and receive a grade of less than 50%, have the option to resubmit (resit exams). Maximum grade student is able to receive for their resubmitted assessment is 50% - Pass.

For late submissions normal penalty rates apply and resubmission will not be permitted.

#### 4.1.3 Study Plan/Learning Agreement

At the end of every study period, a list of students who failed units is generated from Student Management System by Campus Administration team in order to contact them and offer support.

The Support and Intervention Strategy may take form of a structured Study Plan (SP) or Learning Agreement (LA).

An individual, structured plan is agreed upon by an 'at risk' student and the Head of Department and/or Campus Manager.

**Study Plan (SP)** – support and help offered to a student through a structured plan without having to sign a formal agreement. The plan can contain any compilation of the support and interventions strategies available at JMC Academy and it is tailored made to student's needs. This form of Support and Intervention Strategy is usually offered to students who fall into Conditional Academic Progression category (CAP).

**Learning Agreement (LA)** – support and help offered to a student through a formal and structured plan that student is required to sign and adhere to in order to have the best chance to successfully complete their studies. The contract can contain any compilation of the support and interventions strategies available at JMC Academy and it is tailored made to student's needs. This form of Support and Intervention Strategy is usually offered to students who fall into Encumbered Academic Progression category (EAP).

Students who entered Study Plan/Learning Agreement must be made aware the plan has been created and instituted in order to assist them in successful progression through the course of their studies. In situation where student is continuously achieving unsatisfactory academic progression, JMC Academy may decide to cancel student's enrolment due to non-progression.

## 4.2 INTENTION TO CANCEL/REPORT ENROLMENT NOTICE

Students who are not achieving satisfactory academic progression are students who

- failed 50% or more of study load (EFTSL) in two consecutive study periods or
- failed the same unit three times

### Domestic students

Domestic students, who are deemed as not achieving satisfactory academic progression, and who have been previously offered support to aid their progression, will receive a written **notice of intention to cancel** their enrolment.

### International Students

International students who are deemed as not achieving satisfactory academic progression, will receive a written **notice of intention to report** their enrolment to Department of Home Affairs (DoHA) under the guidelines set down in the National Code.

International students whose application to continue studying is denied, after having exhausted all possible internal and external appeal opportunities, will have their electronic Confirmation of Enrolment letter (e-CoE) cancelled, which may also lead to cancellation of their visa.

## 5. COMPLAINTS and APPEALS

Students may access the Student Complaints and Appeals Policy and its associated procedures to appeal against any decisions made under this policy.

## 6. POSITIONS RESPONSIBLE FOR IMPLEMENTING POLICY

- Student Admissions
- Academic Support Services team (incl Librarians)
- Counsellors
- Campus Manager
- Director of International Services
- Director of Education
- Heads of Departments

## 7. RELATED DOCUMENTS

- Support and Intervention Strategy Procedure
- Academic Progression Policy
- Diversity, Equity and Inclusion Policy
- Grading in JMC Academy Higher Education Courses Policy
- Assessment Management Procedure
- Awarding of Credit Points for Prior Learning Policy
- Deferring, Suspending and Cancelling Student's Enrolment Policy
- Deferring, Suspending and Cancelling International Student's Enrolment Procedure
- Deferring, Suspending and Cancelling Domestic Student's Enrolment Procedure
- Monitoring Workload of International Students Policy
- Monitoring Workload of All Students Procedure
- Selection of Students into Undergraduate Courses Policy
- Student Complaints and Appeals Policy
- Student Complaints and Appeals Procedure
- International Students Appeal Against Intention to Report Procedure

- Academic Integrity Policy
- JMC Academy Glossary

## 8. RELATED LEGISLATION

This Policy supports JMC Academy's compliance with the following legislation:

- Higher Education Support Act 2003 (Cth),
- Higher Education Standards Framework (Threshold Standards) 2015,
- Education Services for Overseas Students (ESOS) Act 2000 (Cth),
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
  - ESOS National Code 2018, Part B, Standard 6 & 8

## 9. POLICY REVIEW DATE

03<sup>rd</sup> July, 2022

## 10. VERSION CONTROL TABLE

Title	<i>Support and Intervention Strategy Policy</i>			
Maintained By	Education Team			
Approving Authority	Governing Council			
Approved Date	03/07/2019			
Version Number	Modified By	Modifications Made	Date Modified	Status
B8.03				Superseded
2.0	G. Jedlinska	Redesigned version	07/09/2018	Superseded
2.1	M. Hafda	Edited section 5, Complaints and Appeals, to reference its new policy and procedures	8/10/2018	Approved by the Governing Council on 11/10/2018 Superseded
2.2	G. Jedlinska	Added that failing unit might be due to academic misconduct	19/03/2019	Approved by G. Markakis as a Health Check on 19/03/2019 Superseded
2.3	G. Jedlinska	Reviewed. Amendments: 'Program Manger' terminology is no longer used. Hand-In program is specifically designed for undergraduate students.	03/07/2019	Approved by G. Markakis as a Health Check on 03/07/2019 Current