

Support and Intervention Strategy Procedure

1. PURPOSE

The purpose of this procedure is to aid 'Support and Intervention Strategy Policy', 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 formal Learning Agreement.

2. SCOPE

This procedure 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.

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- student has withdrawn/deferred after week 8 of any study period and unit resulted in academic fail, or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. PROCEDURE

4.1. IDENTIFICATION OF POTENTIAL 'AT RISK' STUDENTS

4.1.1. Students who at enrolment are considered to be potentially at risk of non-completion without a structured academic support program.

An applicant's eligibility is assessed at the point of application and interview, against the selection criteria outlined in *Selection of Students into Undergraduate Courses Policy and Admissions to Postgraduate Programs by Coursework Policy*. Using the education history provided on the application form and the demonstration of aptitude for academic study at interview, recruitment staff makes an initial assessment on whether a student might be potentially 'at risk' of not achieving satisfactory academic progression.

At the point of interview, potential 'at risk' students are usually identified as but not limited to:

- Students who have not completed Year 12 or equivalent,
- Students who have experienced 'educational disadvantage' (this may include but is not limited to: illness, disability, disrupted education, family problems or misadventure),
- Students for whom English is a second language,
- International students who satisfy the academic entry criteria, but the International Services Office has concerns about the quality of education in the student's home country or the student's recent educational performance is not strong.

Where one or more of the above criteria is evident at interview, admissions staff will seek advice from Head of Department/Academic Staff and/or Campus Manager in order to assess the applicant's likelihood of successful completion of studies and recommend a suitable support and intervention strategy to aid the student to advance in their enrolment.

The list of students is compiled by the Academic Support Services and/or Campus Administration team in order to contact them and offer support. The list of students is generated from the Student Management System usually in the first week of every trimester.

Support and intervention strategy is activated – *please see below*.

Details of students and the outcomes of the support and intervention strategies offered/implemented are compiled and placed in the Student Management System for further monitoring.

4.1.2. 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.

During the first study period, lecturers, administration, and Academic Support Services team will monitor the participation and progress of the students in their class, ensuring early support and intervention strategy is implemented when necessary to ensure student's academic success.

If a student is showing early indications of not being able to successfully complete the unit, such as lack of attendance, lack of participation or activity, failure in assessment submission or/and low scores in an assessment, the lecturer will support the student to improve their performance and succeed academically. This may include referring students to Academic Support Services team to ensure appropriate support and intervention strategy is implemented to aid the student to advance in their enrolment.

For **non-submitted assessment tasks**, Campus Administration compiles the list of students who did not submit their assessment piece and advises respective Head of Department. This occurs around two (2) business days after any assessment due date. Head of Departments, Academic Support Services team and academic staff work closely to contact students for the next three (3) business days in order to encourage and support them to submit the assessment piece.

For **failed assessment tasks**, a list of students is compiled by the respective Head of Department as soon as assessment grades are available in the Learning Management System (PLATO). Heads of Department work closely with Academic Support Services Team and academic staff to communicate to students their options to resubmit failed assessment task in accordance with 'Hand In' – Transition Assistance Program (TAP).

Support and intervention strategy is activated – *please see below*.

Details of students and the outcomes of the support and intervention strategies offered/implemented are compiled and placed in the Student Management System for further monitoring.

4.1.3. Students who during the course of their studies fall in Conditional/Encumbered or Unsatisfactory or Academic Progression category.

During every study period, lecturers, administration, and Academic Support Services team will monitor the participation and progress of the students in their class, ensuring early support and intervention strategy is implemented when necessary to ensure student's academic success.

If a student is showing early indications of not being able to successfully complete the unit, such as lack of attendance, lack of participation or activity, failure in assessment submission or/and low scores in an assessment, the lecturer will support the student to improve their performance and succeed academically. This may include referring students to Academic Support Services team to ensure appropriate support and intervention strategy is implemented to aid the student to advance in their enrolment.

Soon after the end of every study period – week 16 -1 or as soon as the results are available at the end of the 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. Students will receive an email with attached letter including comprehensive and detailed instructions.

Support and intervention strategy is activated – *please see below*.

Details of students and the outcomes of the support and intervention strategies offered/implemented

are compiled and placed in the Student Management System for further monitoring.

4.1.4. Students who have experienced 'educational disadvantage' (because of illness, disability, disrupted education, family problems or misadventure).

Identification may occur at any time during any study period, when student notifies JMC Academy staff member about their extenuating circumstances that may affect their progression through the course of studies. The situation of the student is assessed by Head of Department and/ Campus Manager in order to recommend a suitable support and intervention strategy.

4.1.5. Any students who have been referred directly by Senior Academic Staff

Support and intervention strategy is activated – *please see below*.

Details of students and the outcomes of the support and intervention strategies offered/implemented are compiled and placed in the Student Management System for further monitoring.

4.2. CONTACT

The order of contact is as follows:

A total of 3 individual attempts of contact (after a group email) is made with every 'academically at risk' student. This is to mitigate the time spent by the Academic Support Services Officer contacting non-responsive students.

The forms of contact involve, but are not limited to:

- Group email (bcc the student addresses to maintain privacy),
- Phone call,
- SMS,
- Personal Email,
- Posted letter - including a consequence for not accepting academic support.

There are templates of the emails and letters available on the shared drives.

The initial attempt of contact with 'academically at risk' students occurs at the time of identification. Any other follow up attempts of reaching out to not responding students happen fortnightly.

4.3. SUPPORT AND INTERVENTION STRATEGIES

A wide range of support and intervention strategies are employed 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)** encouragement to submit an assessment/resubmission of an assessment item (**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,
- Specifying units for the current/next study period,
- Restriction in the number of units (reduced study load) for the current/next study period,
- Specifying attendance or participation requirements,
- Structured Study Plan (SP),
- Structured Learning Agreement (LA),
- Other interventions appropriate to the case.

Academic Support Services team, in conjunction with Head of Department, Campus Manager and/or Director of International Services, is responsible for implementation, execution and completion of Support and Intervention Strategy

4.3.1. 'Hand In' Transition Assistance Program (TAP)

To support students in getting all their work completed and assessed JMC Academy offers help and support (academic and non-academic) covered by 'Hand-In' - Transition Assistance Program (TAP). TAP program has been explicitly designed to support undergraduate students in their transition to the higher education environment.

Students in their first study period will receive frequent reminders and encouragement to submit their assessment tasks if they missed the submission due date from Academic Support Services Team, Academic Staff, Administration Team, and/or International Services Office. Students who missed the deadline will be offered immediate help in order to bring their submission process back on track which may include extended deadlines.

To assist students who are in their first trimester of study familiarise themselves with JMC Academy's assessment procedures, these students (and only 'Tri One' undergraduate students) are granted a one trimester "grace period" called '**Hand-In' Transition Assistance Program (TAP)**'. 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 (re-sit exams).

The following procedure applies for students in this situation.

- Students who submit their assessment task **on or before the due date** and receive a pass grade have passed that assessment task.
- Students who submit their assessment task **on or before the due date** and receive a grade of less than 50% are allowed one more attempt to submit their assessment task. Students must resubmit their assessment task no later than five (5) days from receiving their grades. Maximum grade student is able to receive for their resubmitted assessment is 50% - Pass.
- Students who submit their assessment task **after the assessment due date** are penalised 2 marks of their total mark for the assessment, applied per day for up to **ten (10) days**. Student may lose maximum 20 marks for the assessment in total. Resubmission is not permitted.
- Assessments submitted **later than ten (10) days after the assessment due date** cannot be accepted and will automatically receive a zero (0) mark and the assessment task will be recorded as a Fail in the student's record. Resubmission will not be permitted.
- Assessments not submitted at all, and submission due date has passed will automatically receive a zero (0) mark and the assessment task will be recorded as a Fail in the student's record.

Students in their first trimester of study who have "failed to submit" their assessment task on or before the due date are contacted by Academic Support Services and/or lecturers to inform them,

usually within three (3) business days, about the academic support and resubmission options available, to assist them to complete their assessment task. (This may include extended deadlines or help with their submission process.)

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.

4.3.2. Last assessment to complete the Bachelor award

Bachelor or 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 (re-sit exams). Students must resubmit their assessment task no later than five (5) days from receiving their grades. 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.

4.3.3. Study Plan/Learning Agreement

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.

Person responsible for Study Plan/Learning Agreement implementation, progress monitoring, and reporting usually is a member of the Academic Support Services team.

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).

Students who fall into **Conditional Academic Progression (CAP)** category will be contacted and are asked to come forward and book an appointment with their respective Head of Department or Campus Manager if they feel they could benefit from any form of the assistance JMC Academy is able to offer.

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 in to Encumbered Academic Progression category (EAP).

Students who fall into **Encumbered Academic Progression (EAP)** category will be contacted and are required to:

- write to their respective Head of Department within five (5) business days from the issue date of the letter to request the meeting,
- Head of Department will consult with Campus Manager the situation of the student and set up a meeting,
- During the meeting the individual, structured Learning Agreement will be decided, completed and agreed upon by the student and the Head of Department with possible consultation of the Campus Manager if required,
- The Director of International Services will be also consulted in case of international students.

The details of the **Learning Agreement** are drafted in the form of letter, which is sent to the student. The student is required to sign a hard copy of the agreement which is then saved to their profile in the Student Management System.

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. (Please see below).

Academic Support Services Team member monitors student's academic progress, covered by the Study Plan/Learning Agreement, and on a regular basis reports it to the relevant Head of Department, and International Services Officer (for international students). Academic Support Services Team member maintains an ongoing information input in Student Management System for each 'at risk' student, records meetings, outcomes, progress and planned meeting dates.

Academic Support Services Team member reviews all Support and Intervention Strategies at the end of each study period to determine if further intervention or other action is necessary. They may also consult other Senior Academic Staff.

4.4. 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, and who have been previously offered support to aid their 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, having exhausted all possible internal and external appeals processes, 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 procedure.

6. POSITIONS RESPONSIBLE FOR IMPLEMENTING PROCEDURE

- 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 Policy
- Academic Progression 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
- Diversity, Equity and Inclusion Policy
- Monitoring Workload of International Students Policy
- Monitoring Workload of All Students Procedure
- Selection of Students into Undergraduate Courses Policy
- Admissions to Postgraduate Programs by Coursework 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 Procedure 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

9. PROCEDURE REVIEW DATE

03rd July, 2022

10. VERSION CONTROL TABLE

Title	<i>Support and Intervention Strategy Procedure</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, instructions on how to avoid academic misconduct added to available strategies	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. Reports are only generated from SMS.	03/07/2019	Approved by G. Markakis as a Health Check on 03/07/2019 Current