



**COURSE PROGRESS AND INTERVENTION
POLICY AND PROCEDURE**

Document ID	Course Progress and Intervention Policy and Procedures
Related Documents	<ul style="list-style-type: none"> - Academic Systems Integrity Framework; - Student Code of Conduct; - Course Progress and Intervention Policy and Procedures; - Student Complaints and Appeals Policy and Procedures; - Privacy and Data Protection Policy and Procedures; - Access and Equity Policy and Procedures.
Date	April 2022
Next Review	This Policy will be reviewed in accordance with the Policy Review Schedule of Hallmark Institute.
Approved / Authorised by	Principal
Version	1.0
References and Legislation	<ul style="list-style-type: none"> - Education Services for Overseas Students Act 2000 (Cth); - Education Services for Overseas Students Regulations 2001; - National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018; - DE - DHA Course Progress Policy and Procedures for CRICOS Providers of VET Courses.

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1 Purpose

The purpose of Course Progress and Intervention Policy and Procedure ('the Policy') is to clearly outline Hallmark Institute ('the Institute' or 'The Institute') policy on students; course progress, intervention and regulatory reporting related to unsatisfactory course progress, and to ensure compliance with the relevant regulatory standards such as National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 ('the National Code 2018') and the Standards for Registered Training Organisations (RTOs) 2015.

2 Scope

This Policy and its related procedures apply to all staff and enrolled students participating in units of competency in all courses of study at The Institute.

3 Policy Statement

- 3.1** All students enrolled at the Institute must demonstrate that they are progressing in their course as per regulatory and The Institute requirements. This Policy provides a framework to the Institute to monitor students' course progress, implement Intervention Strategies to assist students at-risk of failing to meet course progress requirements and report international students who do not achieve satisfactory course progress.

4 Policy Principles

- 4.1** The Institute acknowledges that the early identification and allocation of required support to students who are at risk of not making satisfactory progress provides them with the best chance of achieving course objectives. The Institute provides support systems, resources, and choices available to assist students who are at risk of not achieving, or who have not achieved required satisfactory academic status.
- 4.2** This Policy describes the management of student progress and appeals. The objectives of this Policy are to define the requirements and definitions used in determining satisfactory course progress by:
- a) identifying the requirements for maintaining required satisfactory course progress;
 - b) describing how early identification and intervention will be achieved for students at-risk of not achieving and maintaining satisfactory course progress;
 - c) describing the circumstances which will result in a student having an academic status of unsatisfactory course progress and the requirements to be fulfilled to return to satisfactory course progress level;
 - d) identifying the consequences for a student of not returning to satisfactory course progress level;
 - e) identifying the criteria for a student to appeal against conditions imposed on their enrolment, or having their enrolment cancelled.
- 4.3** The Institute will systematically monitor students' course progress. This means that the Institute will be proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements. In addition, the Institute will report students, who have breached the course progress requirements as outlined in ESOS National Code 2018.

5 Procedures

- 5.1** The Institute's Principal or nominee will monitor and assess the course progress of students for each course in which students are enrolled.
- 5.2** As a minimum, the Principal or nominee will assess each student's progress at the end of each study period (10 weeks). However, the Institute believes that it is more important to assist students throughout their period of study so that students are in the best position to achieve their academic goals within their enrolment period.

The Institute's Trainers & Assessors will regularly assess their students' progress on an individual basis to determine whether their students are able to complete their studies within their period of enrolment.

- 5.3** Whilst unsatisfactory course progress is often defined as not demonstrating competency in 50% or more of the course requirements in a study period, the Institute intends to continuously evaluate students' performance during and throughout each study period. On this basis, where necessary, the Institute will evoke its intervention strategy that will be specifically designed to assist students in achieving their academic goals.
- 5.4** The Institute's intervention strategy for any student who is not making satisfactory course progress will be made available to all relevant staff and students, and will specify:
- a) the procedures for contacting and counselling students;
 - b) the strategies to assist students in achieving satisfactory course progress;
 - c) the processes by which the intervention strategy will be activated.
- 5.5** The Institute's intervention strategies may include:
- a) attending academic skills sessions;
 - b) attending additional tutorials or study groups;
 - c) receiving individual case management;
 - d) attending academic counselling;
 - e) receiving assistance with personal issues which might be influencing course progress;
 - f) a combination of the above.

An intervention meeting will be held between the concerned student and the Academic Coordinator a student found as is not maintaining satisfactory course progress.

6 Procedure for Issuing Written Warnings

6.1 First Written Warning

Upon reviewing students' academic progress at the end of a study period (10 weeks), any student identified as being at 50% course progress or less, will be issued with a First Written Warning via E-mail. The First Written Warning will include:

- a) informing the student of the reason for the First Written Warning being issued;
- b) reminder to student of their obligations towards the Institute;

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- c) reminder to students of their obligations towards their visa status;
- d) instruction to contact the college within 10 working days to arrange a Risk Intervention Meeting/Academic Coordinator;
- e) instructions for seeking further information or clarification;
- f) instructions for appeals.

6.2 If the student makes, contact with The Institute

If a student responds to the First Written Warning issued to them:

- a) the student is given an appointment to attend an intervention meeting;
- b) the student's details are entered in a schedule of appointments in order to follow up with at a later stage;
- c) The Academic Coordinator is notified of the student's appointment.

6.3 If student does not make, contact with The Institute

If a student does not contact the College within the specified 10 working days:

- a) student will be sent a reminder E-mail that student is required to make contact with the Institute within 10 working days to prevent further action(s) being taken, including the issuing of an Intention to Report the student via PRISMS;
- b) student is to also be called by telephone to organise an appointment for an intervention meeting.

6.4 If the student attends the Risk Intervention Meeting

- a) the outcomes of this intervention meeting will be recorded and placed on the student's file with a copy provided to the student;
- b) following the intervention meeting, the Trainer & Assessor will monitor the implementation of the strategy and during this monitoring process. If the Trainer & Assessor believes that the student has not, in good faith, implemented the agreed strategy(s), the Trainer & Assessor will deem the student has breached the Intervention Agreement and, therefore, has failed to make satisfactory course progress;
- c) if the agreed intervention strategy(s) is breached by the student and, at that time the Trainer & Assessor also assesses them as not being able to complete their study within their period of enrolment, the Trainer & Assessor will bring this to the notice of the Academic Coordinator. The Academic Coordinator will advise the Student Support Manager that the student has breached their intervention agreement and that a final reminder E-mail is to the student is to be sent that includes:
 - 1) informing the student of the reason for the final reminder.
 - 2) reminder to student of their obligations towards The Institute.
 - 3) reminder to students of their obligations towards their visa status;
 - 4) urging of the student to return to satisfactory course progress as agreed in the Intervention Agreement;
 - 5) provision for student to adjust or amend the intervention strategy(s) agreed to;
 - 6) informing the student that in the case of no action is taken by the student within 10 working days, to demonstrate that the student is complying with the Intervention Agreement, the student will be at risk of a Second Written Warning being issued to them;
 - 7) instructions for seeking further information or clarification;
 - 8) instructions for appeals.

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d) if, however, the student returns to satisfactory course progress status as a result of the intervention strategy(s), the Trainer & Assessor is to closely monitor the student to ensure student remains at satisfactory course progress status and no further actions will be required.

l. At the end of the 10 working days period, if student has not responded to the Final Reminder e-mail, the Student Support Manager will issue the student with a Second Written Warning via email. The Second Written Warning E-mail will include:

- a) informing the student of the reason for the Second Written Warning being issued;
- b) reminder to student of their obligations towards the Institute;
- c) reminder to students of their obligations towards their visa status;
- d) informing the student that they are required to make contact with the College within 10 working days to prevent further action being taken, including reporting student to the Department of Home Affairs;
- e) instructions for seeking further information or clarification;
- f) instructions for appeals.

6.5 Issuing of an Intention to Report (ITR)

The Student Support Manager will issue student with an Intention to Report (ITR) in the following circumstances:

- a) student fails to make contact with The Institute within 10 working days after receiving the final reminder email in response to the issuing of the Second Written Warning; or
- b) students remain at or below 50% Academic Course Progress, 10 working days after the issuing of a Final Reminder email for a second study period in succession.

The Intention to Report (ITR) E-mail will include:

- a) informing the student of the reason for the ITR being issued;
- b) reminder to student of their obligations towards the Institute;
- c) reminder to students of their obligations towards their visa status;
- d) instructions for seeking further information or clarification;
- e) instructions for appeals.

7 Confidentiality

7.1 All information relating to students regarding course progress and intervention will be treated as confidential and in accordance with The Institute's Privacy and Data Protection Policy and Procedures.

8 Appeals

If the student is not satisfied with any decision relating to course progress and intervention, the student has the right to appeal the decision in accordance with the Student Complaints and Appeals Policy.

9 Further Information and Assistance

- 9.1** Students should seek clarification on any aspects of this Policy and its related Procedures prior to accepting an offer of admission made by the Institute.
- 9.2** Students' assistance is available by contacting the Institute.
- 9.3** Contact details for the Institute are outlined as follows:

Phone: +61 2 9066 6903

Address: Suite 603, Level 6
2 Meredith Street,
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