PURPOSE
The purpose of this policy sets out the manner in which TAFE Queensland South West will initiate an intervention strategy with an overseas student.

BACKGROUND
The National Code 2007 requires TAFE Queensland South West to have a documented policy statement describing how it is implementing the Standard 10 – Monitoring course progress requirement. This policy fulfils that requirement and describes how TAFE Queensland South West is managing risks associated with systematically monitoring students’ course progress, notifying and counselling students who are at risk of failing to meet course progress requirements and reporting students under section 19 of the ESOS Act who have breached the course progress requirements.

SCOPE
This procedure applies to all overseas students on a student visa, enrolled in a CRICOS Registered program at TAFE Queensland South West.

DEFINITIONS

- **'at risk’** To be considered unlikely to pass the enrolled course, or meet attendance requirements of 80%.
- **Appeal** Formal written request by an overseas student to have a matter heard and/or reconsidered after receiving an unfavourable decision.
- **Course Progress** The measure of advancement within a course towards the completion of that course irrespective of whether course completion is identified through academic merit or skill based competencies.
- **CRICOS** Commonwealth Register for Institutions and Courses for Overseas Students
- **DIBP** Department of Immigration and Border Protection
- **International Student** Non-student visa holders. These students may hold a tourist or business visa and are not subject to this policy or procedure.
- **International Unit** Undertakes the recruitment and management of overseas students and consists of a Senior International Business Officer and International Administration Officer.
- **Intervention Strategy** An individual plan to provide academic support and/or assistance to an overseas student identified as being ‘at risk’ of not achieving satisfactory academic progression and/or attendance.
- **Overseas Student** A person (whether within or outside of Australia) who holds a student visa issued under the Migration Act 1958 (Commonwealth).
- **Study Period** Scheduled course contact hours within a semester.
- **Unsatisfactory Course Progress** Not successfully completing or demonstrating competency in at least 50% of the course requirements for that study period.

POLICY
All staff supporting overseas students should participate in an information session which includes the contents of this policy.

The intervention strategy must be explained and the overseas student must indicate whether they agree or disagree to abide by the terms. The Associate Director, Teacher, and Senior International Officer will consider compassionate or compelling circumstances when creating the Intervention Strategy.

The document should be placed in the overseas student’s file in the International Unit.

If the overseas student decides not to participate in the intervention strategy:

a) TAFE Queensland South West is to advise they are at risk of being report to DIBP;

b) The overseas student may continue in class at their own discretion to improve their outcome; and
c) TAFE Queensland South West is to provide the overseas student with information relating to the Overseas Student Complaints and Appeals Policy (PL006).

**Intervention Strategy – Course Progress**

To enable intervention to be initiated TAFE Queensland South West will monitor, record, and assess the progress of all overseas students for each unit of the course the overseas student is currently enrolled.

Progress is to be assessed throughout the study period/term via the required assessment tasks. If at any time during the term the teacher identifies the overseas student as being ‘at risk’, or are not competent in 100% of the units in a semester he or she must immediately notify their Associate Director, International Unit and Senior International Officer to request an Intervention Strategy.

Progress will be formally assessed at the end of each term by a teacher completing the Overseas Student Course Progress Term Report (FR010) to identify the overseas student’s progress or lack thereof. Throughout the term and at the end of the semester, the teacher will also assess whether the overseas student is on track to complete their studies within the expected duration as specified on the overseas student’s Confirmation of Enrolment.

If an overseas student’s progress is deemed unsatisfactory throughout the course or at the end of the term an Intervention Strategy must be initiated.

The Intervention Strategy may include:

- attending tutorial or study groups;
- receiving individual case management;
- counselling or support meetings with Senior International Officer;
- receiving assistance with personal issues which are influencing progress;
- being placed in a suitable alternative subject within a course or a suitable alternative course;
- advising of opportunities for the overseas student to be reassessed for task in units or subjects they had previously failed or demonstrate the necessary competency in areas in which they had not been able to previously; or
- a combination of the above and a reduction in course load:
  - if course load is reduced the overseas student may need to ‘catch up’ by studying subjects in a non-compulsory study; and
  - if the student is unable to catch up after a reduction in course load TAFE Queensland South West may extend the duration of study.

When the Overseas Student Intervention Strategy (FR012) is signed by all participants; the overseas student is to be made aware that unsatisfactory progress in two (2) consecutive semesters for a course may lead to the overseas student being reported to DIBP for unsatisfactory course progress which may lead to cancellation of his or her visa, depending on the outcome of any appeals. A record of all intervention measures implemented and all relevant documentation will be kept in the overseas student’s file.

If the overseas student is deemed as making unsatisfactory progress at the end of the term, the Intervention Strategy is required to be commenced within the first two weeks of the following term.

Faculty staff will continue to monitor the course progression of the overseas student following an Intervention Strategy.

**Intervention Strategy – Attendance**

The intervention strategy is for overseas students who are not meeting or are ‘at risk’ of not meeting the attendance requirements of 80%. It is to be initiated by the teacher who will forward the overseas student’s attendance to the Associate Director & International Unit.

He or she will liaise with the Teacher and Senior International Officer to determine the intervention strategy to assist the overseas student to meet the attendance requirements. Overseas students may be accompanied by a support person at this face-to-face meeting. The intervention strategy may include:

- attending tutorial or study groups;
- receiving individual case management;
- counselling or support meetings with Senior International Officer; or
- receiving assistance with personal issues which are influencing progress or attendance.

At the time that the intervention strategy is agreed to; the overseas student is to be made aware that unsatisfactory attendance will lead to the overseas student being reported to DIBP which may lead to the cancellation of his or her visa, depending on the outcomes of any appeals.
Faculty staff will continue to monitor the attendance of the overseas student following an intervention strategy and advise Associate Director, International Unit and or Senior International Officer of concerns.

**Intervention Strategy – Student Behaviour**

Overseas students must abide by the TAFE Queensland Student Rules – Section 17 Misconduct and Misconduct Appeals. Student misconduct includes both academic misconduct and behavioural misconduct. Refer to www.tafe.qld.gov.au.

**COMPLIANCE REFERENCES**

- *Education Services for Overseas Students Act 2000 (the ESOS Act) [Cth]*
- *Migration Act 1958*
- Department of Immigration and Border Protection (DIBP)
- TAFE Queensland Student Rules

**POLICY APPROVAL**

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<tr>
<th>Owned By:</th>
<th>Caroline Lewis</th>
<th>Date: 16/10/2013</th>
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<tbody>
<tr>
<td>Position:</td>
<td>Senior International Business Officer</td>
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<tr>
<td>Authorised by:</td>
<td>Trevor Schwenke</td>
<td>Date: 18/10/2013</td>
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<tr>
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