

# Procedure:

## Intervention Strategy

Effective: 4 September 2019

Audience: Staff and Students

Policy Category: Academic  
Policy Sub-category: Student  
Administration

Key words: intervention strategy, international student,  
Procedure Owner: Deputy Vice Chancellor, Academic  
Responsible Officer: Academic Registrar  
Review Date: September 2022

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## 1 PURPOSE

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- 1.1 This Procedure outlines the process for developing and implementing an Intervention Strategy in order to provide academic or other support for a student deemed to be at risk of unsatisfactory academic performance.
- 1.2 This Procedure supports compliance with the *Education Services for Overseas Students Act 2000 (ESOS Act)* and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)* in the case of International Students.

## 2 RELATED DOCUMENTS

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- 2.1 This Procedure should be read in conjunction with the following documents:
  - 2.1.1 *Policy: International Students*
  - 2.1.2 *General Regulations*
  - 2.1.3 *Education Services for Overseas Students Act 2000* and subsequent amendments
  - 2.1.4 *National Code of Practice for Providers of Education and Training to Overseas Students 2018*
  - 2.1.5 *Intervention Strategy Form*
  - 2.1.6 *Change of Program Form*

## 3 USE OF INTERVENTION STRATEGY

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- 3.1 An Intervention Strategy should be activated in all cases where:
  - 3.1.1 A Student enrolled in a higher education coursework award has failed one or more of the courses that the Student is enrolled in for any given Study Period; or
  - 3.1.2 A Higher Degree by Research (**HDR**) Student is not progressing as expected in regard to confirmation of candidacy, and/or is not maintaining satisfactory progress, as identified through the academic Progress Report process.
- 3.2 An Intervention Strategy will specify:
  - 3.2.1 Procedures for contacting and counselling identified students;
  - 3.2.2 Strategy/ies to assist identified students to achieve satisfactory academic progress; and
  - 3.2.3 The process by which the Intervention Strategy is activated.
- 3.3 An Intervention Strategy shall normally be implemented for a student for either one or two Study Periods (and not normally for more than two consecutive Study Periods).

## 4 DEVELOPING AN INTERVENTION STRATEGY

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- 4.1 An Intervention Strategy shall only be enacted following an individual face-to-face interview between the student and the Dean (or nominated Academic Staff Member), or the Principal Supervisor and the Research Office HDR Coordinator (**HDR Coordinator**) (in the case of a HDR Student) and the Strategy and implications have been discussed in detail.
- 4.2 In cases where a student has been identified as requiring an Intervention Strategy, the Dean (or nominated Academic Staff Member), or the Principal Supervisor and HDR Coordinator (in the case of a HDR Student) should contact the student and arrange an individual interview with them as soon as possible.

- 4.3 Attempts to contact the student to arrange the interview should be documented and kept on the student's file in the event that the student is not contactable or does not respond.
- 4.4 The *Intervention Strategy Form* should be used as a tool to aid discussion of the issues that have impacted the Student's enrolment or academic performance. The Dean (or nominated Academic Staff Member), or the Principal Supervisor and HDR Coordinator (in the case of a HDR Student), should have regard to the consequences of approving an Intervention Strategy where the strategy will impact on an International Student's course duration (as stated on the Confirmation of Enrolment (CoE) and Student Visa.
- 4.5 The Dean (or nominated Academic Staff Member), or the Principal Supervisor and HDR Coordinator (in the case of a HDR Student), interviewing an International Student to develop an Intervention Strategy must consider the student's current CoE completion date, as provided by the Campus Registrar at the commencement of each study period. It is imperative this date is included on the *Intervention Strategy Form* and is taken into consideration when activating an Intervention Strategy for an International Student.
- 4.6 The Dean (or nominated Academic Staff Member) should discuss with the Student the courses they are currently enrolled in for the given Study Period (or shall be enrolled in for the given teaching period) and determine whether those courses remain appropriate for the student's academic ability and for the student to fulfil program requirements.
- 4.7 The Intervention Strategy must be signed and dated by both the student and the Dean (or nominated Academic Staff Member), or the Principal Supervisor and HDR Coordinator (in the case of a HDR Student), interviewing the student for it to be effective. The original document together with any supporting evidence must be forwarded to Student Administration and the Research Office (in the case of a HDR Student) with copies kept on the student's School file. A copy of the Intervention Strategy must also be given to the student. The Campus Registrar will take action as required.

## 5 INTERVENTION STRATEGY OPTIONS

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- 5.1 Options for Intervention Strategies include:
  - 5.1.1 Strongly recommending that the student attend academic skills programs, such as those offered by the Study Centre;
  - 5.1.2 The student meeting on a regular basis with the relevant Program or Course Coordinator;
  - 5.1.3 The student accessing counselling via the University Counsellors (Student Services) to receive assistance with personal issues that are influencing his/her progress;
  - 5.1.4 Strongly recommending that the student engage a tutor or study group to support the student's study in a particular course(s) (at their own cost);
  - 5.1.5 Pairing the student with an appropriate student mentor organised by the School or Student Services;
  - 5.1.6 The student meeting specific attendance requirements for a course or courses;
  - 5.1.7 The student changing to a more suitable program (*refer to considerations at section 6.1 below*);
  - 5.1.8 The student reducing their study load for a Study Period (*refer to considerations at section 6.2 below*).
- 5.2 Other strategies may be implemented after discussion with the Dean and the Campus Registrar.

## 6 CONSIDERATIONS

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## 6.1 Change of Program

- 6.1.1 Implications of this Strategy should be clearly explained to the student, such as a different qualification to what they initially expected, and/or an increase in time or fees for the student when some or all courses already completed may not be credited to the new program.
- 6.1.2 The relevant Program Coordinator should counsel the student about the new program to determine whether a change of program is appropriate and that the student is academically suited to the new program. The Dean of the School of the new program may deny a change of program request based on the student's interview and/or academic history.
- 6.1.3 International Students should be advised that the current CoE they are studying under will be cancelled and another issued if the change is approved.
- 6.1.4 An International Student who changes their program more than once may have their request reviewed by the Campus Registrar.
- 6.1.5 An International Student may not change a program to a program at a lower AQF level, except in the case of changing from a Doctoral degree to a Masters level program.

## 6.2 Reduction in Study Load

- 6.2.1 This Strategy must not result in a load of less than 50 per cent in any Study Period without the written authorisation of the Campus Registrar.
- 6.2.2 Implications of this Strategy for International Students include:
  - 6.2.2.1 the possibility of not being able to complete their program in the specified program duration on their CoE,
  - 6.2.2.2 the possibility of needing to apply for an extension of their Student Visa and associated costs of this,
  - 6.2.2.3 the potential need to overload, enrol in online/by distance cross-institutional courses and/or undertake Summer/Winter Term courses offered by the University, subject to approval.
- 6.2.3 A reduced enrolment load may not be appropriate if none of the above options are available to a student in a particular program. The Dean (or nominated Academic Staff Member) must ensure the student is correctly advised and that the student clearly understands what a reduced load will mean to their enrolment in the future.
- 6.2.4 In some cases, it may be appropriate for an International Student to reduce their course load (that is, to reduce the number of courses they are currently enrolled in on-campus at the University) and to undertake a course(s) online or by distance education by cross-institutional enrolment. In this case, the International Student must be clearly advised that they cannot enrol in more than one third of their total program online or by distance education in accordance with Standard 9 of the *National Code*.

## 7 STUDENT RESPONSIBILITIES

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- 7.1 All students, and particularly International Students, must understand the implications of a particular Strategy on their expected program completion date. In the case of International Students, the program completion date is that specified on their CoE. It is the student's responsibility to seek advice before they sign an *Intervention Strategy Form* if they do not understand the implications.
- 7.2 The student must understand and accept the Strategy being implemented for their continued

enrolment at the University. Should a student not accept an Intervention Strategy, a record of this should be made on the student's file.

**7.3** Students are required to meet the criteria outlined in the Intervention Strategy.

## 8 TIMING OF AN INTERVENTION STRATEGY

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**8.1** An Intervention Strategy may be implemented at any point during a Study Period and must include commencement and concluding dates of the Strategy.

**8.2** Where an Intervention Strategy is implemented after Census Dates/Academic Penalty Dates have passed, and an outcome of the Strategy is to reduce course enrolment load, the Student should be appropriately counselled by the School as to the implications of withdrawal after these penalty dates.

**8.3** An Intervention Strategy shall normally be implemented for a student for either one or two Study Periods (and not normally for more than two consecutive Study Periods). Where there is a possibility of an Intervention Strategy being required for a longer period of time, an International Student must be carefully counselled as to their ability to complete within their program completion date on their CoE. In some cases, it may be more appropriate for the student to return to their home country for a period of time to evaluate their options.

## 9 FOLLOW UP

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**9.1** Upon implementation of the Intervention Strategy, the Dean (or nominated Academic Staff Member), or the Principal Supervisor and HDR Coordinator (in the case of a HDR Student), should meet with the student to follow up the impact of the Intervention Strategy on the student's academic progress.

**9.2** If the student's academic progress is deemed to be satisfactory, the Intervention Strategy may be cancelled or amended. Alternatively, it may be considered beneficial for the student's academic progress to continue it unchanged until the end of the Study Period.

**9.3** A second Intervention Strategy may be implemented to provide ongoing support appropriate to the student's needs.

**9.4** In the case of International Students, the Dean (or nominated Academic Staff Member) should advise the Campus Registrar of the follow up action that has been taken and the impact on the student's academic progress.

**9.5** If an International Student's academic progress is deemed to be unsatisfactory after a second Intervention Strategy, the International Student may be reported to DOHA, which could lead to the student's visa being cancelled.

## 10 DEFINITIONS

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**10.1** For the purpose of this Procedure, the definitions outlined in the *Policy: International Students* apply.

**10.2** In addition, the following definitions apply to this Procedure:

10.2.1 **AQF** means the Australian Qualifications Framework.

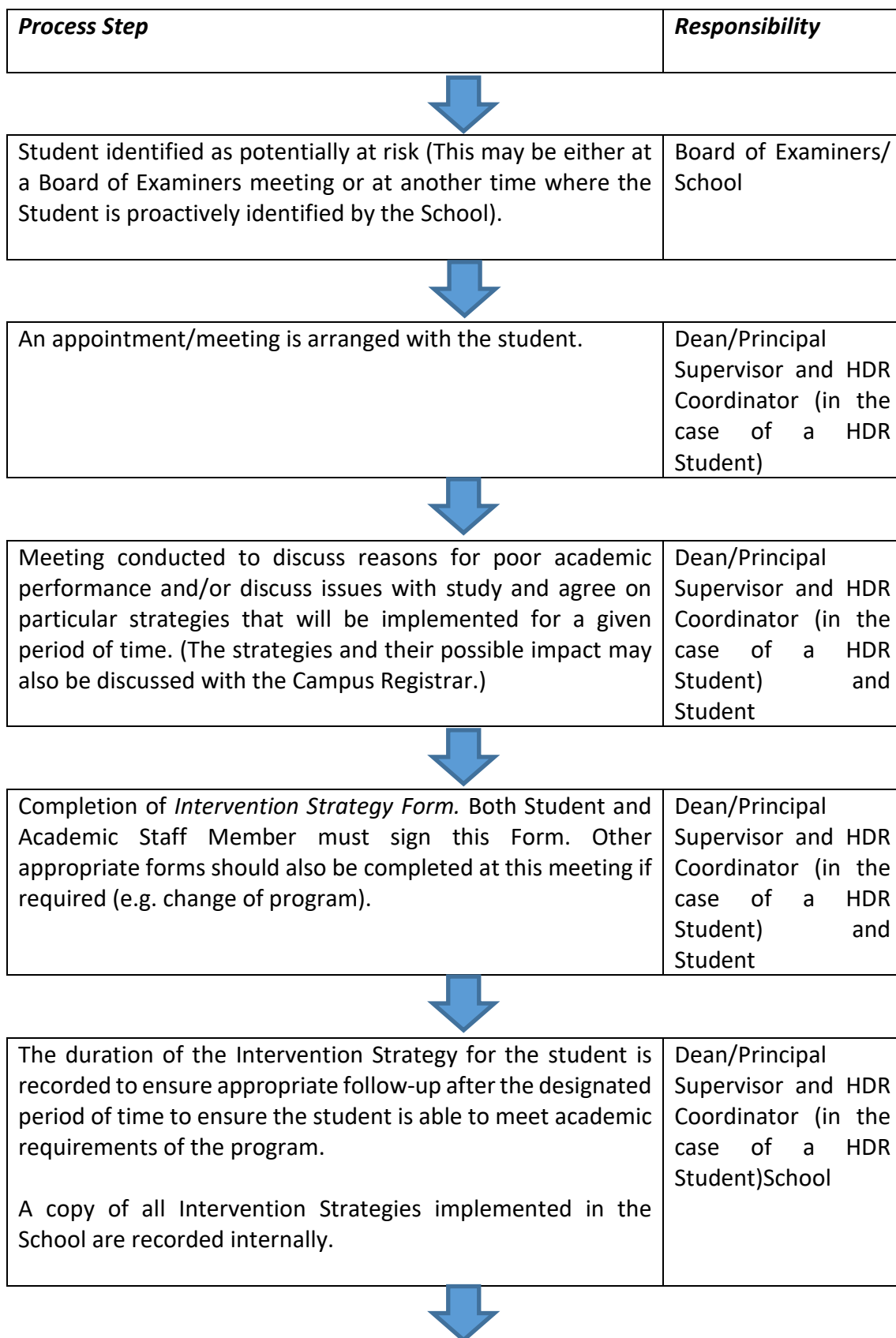
10.2.2 **CoE** means Confirmation of Enrolment document issued to each International Student who intends to study on a student visa in Australia and provides proof of acceptance into a specific program of study for a specified duration.

- 10.2.3 **DOHA** means the Department of Home Affairs.
- 10.2.4 **HDR Student** means a student enrolled in a Research Degree at the University.
- 10.2.5 **International Student** means a student visa holder who is not an Australian or New Zealand citizen or the holder of a permanent residency or humanitarian visa.
- 10.2.6 **Intervention Strategy** means a specific strategy and documentation prepared by the Dean of a student's School as a record of the academic or other assistance which has or will be offered to the student to ensure they are not at risk of continued Unsatisfactory Progress as defined by the University's *General Regulations*. An Intervention Strategy will include authorisation for a student to extend their program duration up to a specified date is appropriate and applicable.
- 10.2.7 **Principal Supervisor** means a person appointed as a Principal Supervisor who meets the requirements set out in the *Procedure: Supervision and Candidacy Processes for HDR Students*.
- 10.2.8 **Study Period** means a discrete period of study within a program in which a student undertakes and completes courses of study.
- 10.2.9 **University** means The University of Notre Dame Australia.

Version	Date of approval	Approved by	Amendment
1	17 June 2009		Effective date – new Guideline.
2	15 June 2012		Updated.
3	2 December 2016		Updated.
4	28 February 2018	DVC, Academic	Updated nomenclature; inclusion of follow-up process to include cancellation or amendment of Intervention Strategy.
5	4 September 2019	DVC, Academic	Conversion to Procedure; amended to clarify process for HDR students (section 3.1.2 and reference to Principal Supervisor throughout) and to remove reference to change of enrolment form that is no longer used; updated nomenclature and formatted to Procedure template.

## 11 PROCESS SUMMARY

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<p>The <i>Intervention Strategy Form</i> is forwarded to the International Student Officer in Student Administration for appropriate action, recording and filing on the Student's file.</p>	<p>Dean/Principal Supervisor and HDR Coordinator (in the case of a HDR Student) and International Student Officer</p>
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<p>After the <i>Intervention Strategy</i> has been implemented, a follow-up meeting with the student is arranged to ensure the strategies implemented are assisting the student to meet the academic requirements of the program.</p> <p>Where the strategies need revision or renewal, a new <i>Intervention Strategy Form</i> shall be completed and the Campus Registrar is advised of any follow-up action that has been done.</p>	<p>Dean/Principal Supervisor and HDR Coordinator (in the case of a HDR Student) and Student</p> <p>Dean/Principal Supervisor and HDR Coordinator (in the case of a HDR Student)</p>
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