
National Academy of Professional Studies (NAPS)

Student at Risk: Early Intervention Procedure

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1. Rationale

The aim of this Policy and the associated Procedure is to optimise the opportunity for all students at NAPS to achieve their academic goals, reach their potential and successfully complete their course.

2. Overview and Application

This Procedure applies to all students at the Academy, subject to recognising that domestic students do not require a student visa.

3. Actions and Responsibilities

Focus on High Level of Student Engagement

NAPS is committed to achieving a high level of student engagement coupled with high expectations communicated to our students. All lecturers and tutors are required to keep attendance rolls and to develop strategies to promote a high level of student engagement.

Intervention Strategy

Detection of Students Requiring Early Intervention

A student is classified as potentially at risk of inadequate course progress when it is noted by the lecturer that a student is:

- not attending lectures and/or tutorials regularly;
- not performing adequately in assessment tasks, which means achieving a fail mark in the required assessment task in a unit(s) of study;
- not submitting assessment tasks; and/or
- not logging into or subsequently not engaging with the Learning Management System (Moodle) or not accessing the prescribed ebook.

Early Intervention Support Strategies

The Dean or delegated nominee will be notified of the academic risk situation through Lecturers, Course Coordinators or Student Services staff. Academic staff, Student Services or a nominated delegate will contact the student and counsel them to either:

- attend academic skills sessions;
- attend English language support sessions;
- attend additional lectures, seminars, workshops, or other educational fora;
- attend counselling or obtain a referral to other support services;
- review accommodation and other supports;
- seek mentoring;
- revise enrolment patterns, study load or course of enrolment;
- any other strategy, depending upon the circumstances involved or a combination of the above.

Intervention Procedures

To facilitate early detection of students at risk it is recommended that in week four (4) of a standard trimester an early assessment task is established to allow early review of student progress and engagement.

The Student Services team is required to complete a SS012F Students at Risk Interview Form for any student identified to be at risk. The student also needs to be entered into the SS012R Students at Risk Register.

Students with low attendance will be contacted by Student Services either by text message, email or phone and asked to explain the reason behind the absence. Students will be reminded of their responsibilities, including those outlined in SS0019 Student Code of Conduct, and if there are extenuating circumstances for the absence, the student will be advised of support strategies on offer.

4. Result of Unsatisfactory Course Progress

If the above measures do not result in satisfactory course progress and the student has failed to achieve a minimum pass rate of course requirements, NAPS will implement an intervention strategy in accordance with SS013 Student Progression and Exclusion Policy and SS014 Student Progression and Exclusion Procedure.

Unsatisfactory Course Progress is when a student fails over half of their units in one trimester and then does so again in their next trimester.

When an international student does not meet the course requirements for two consecutive trimesters, they will be reported to Department of Home Affairs via PRISMS as required under section 19 of the ESOS Act 2000 and this may result in their visa being cancelled.

Here are the steps we follow to notify students at risk of not maintaining their course progress:

1. Notification to the student of their situation via email and to offer to help to develop an intervention plan;
2. NAPS will inform the student of their mutually agreed intervention plan via the student's email on record; then
3. Where a student falls below the minimum satisfactory requirements for the subject, a second Warning Letter outlining NAPS intervention strategy will be sent (SS014L2). It will ask the student to arrange an intervention action plan interview.

The Interview may include discussion of any or all of the support strategies below:

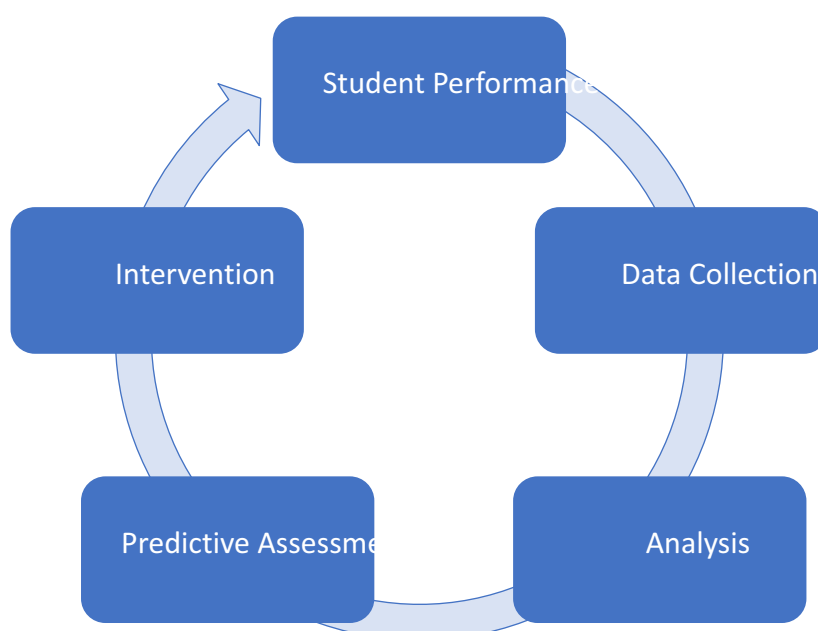
Summary of Unsatisfactory Attendance and Course Progress Notifications

<p>SS014L1 Warning Letter (Email) # 1: re: Notice of Being 'At Risk':</p> <p>Due to unsatisfactory course progress and/or attendance below 70%</p>	<p>Students who fall below the NAPS' minimum set requirements are sent an Email notification warning of their attendance status and/or inadequate course progress at about week 6 of the trimester and/or Week 10 of the trimester. The student is invited to attend an Intervention Action Plan Interview at the Academy.</p>
<p>SS014L2 Warning Letter (Email) #2 Re: Notice of Academic Probation</p> <p>URGENT second warning - If they fail 50% or more of the subjects studied in one trimester and/or attendance below 70%.</p>	<p>Students who continue to fall below the minimum course progress standard at the end of the trimester are sent (Email) notification of their course progress in that period. The student is required to attend a Course Progress or Intervention Action Plan Interview at the Academy.</p> <p>The NAPS President and CEO is informed of the situation and the student advised this is the case.</p>
<p>SS014L3 Warning letter #3 – from the CEO:</p> <p>Re: Notice of Risk of Unsatisfactory Course Progress in 2nd Consecutive Trimester</p> <p>Includes warning of intention to report an international student to the Department of Home Affairs.</p>	<p>Students who are at risk of falling below NAPS' course requirements for a second consecutive trimester are sent a third Email notification warning of their attendance status and/or inadequate course progress at week 6 of the trimester and/or Week 10 of that trimester. The student is asked to review their intervention action plan at a meeting with the President and CEO or their representative.</p> <p>This letter may also be amended and sent out if:</p> <ul style="list-style-type: none"> ▪ there is no response to Letter #2, or ▪ the Course Progression/Intervention Action Plan is not followed/offers of support are not taken up, and ▪ if there are no compassionate grounds established, and ▪ if no appeal process has been initiated by the student.

<p>SS014L4 Warning Letter (email) #4</p> <p>re: Notice of Pending Termination of Course Due to Unsatisfactory Progress</p> <p>Sent when results show unsatisfactory course progress and/or attendance below 70% for a second consecutive trimester.</p>	<p>Sent at end of second consecutive trimester when results show unsatisfactory course progress and/or attendance below 70%.</p> <p>Includes warning of intention to report an international student to the Department of Home Affairs.</p> <p>The student is allowed time for the internal and external appeals process (20 working days).</p>
<p>Notification to Department of Home Affairs</p> <p>Sent if no satisfactory response to warning letter #4, no further intervention meeting, and no appeal.</p>	<p>NAPS emails Notice of Intention to Consider Cancellation (NOICC) of Visa that PRISMS generates and sends it via email to the student. A copy will be kept in the student's file. The student is given an opportunity to respond to the NOICC and explain their situation.</p>

For more information on the appeals process see NAPS SS001 Student Grievance And Academic Appeals Policy And Procedure section: 6 Academic Appeals; Appeal against Cancellation or Suspension of Enrolment.

5. NAPS Learning Analytics and Progress Intervention Cycle



6. Policy Review

NAPS may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. In this regard, any staff member who wishes to make any comments about this policy may forward their suggestions to their supervisor or to NAPS' Human Resources Office.

7. Further Assistance

Any staff member who requires assistance in understanding this policy should first consult their nominated supervisor who is responsible for the implementation and operation of these arrangements in their work area. Should further advice be required, staff should contact NAPS' Human Resources Office.

8. Additional Resources

TEQSA Guidance Note: Staffing, Learning Resources and Educational Support, Version 1.3, 22 November 2017: <https://www.teqsa.gov.au/latest-news/publications/guidance-note-staffing-learning-resources-and-educational-support>

TEQSA Guidance Note: Student Wellbeing and Safety, Version 1.2, 8 January, 2018: <https://www.teqsa.gov.au/latest-news/publications/guidance-note-wellbeing-and-safety>



Document Details

Approving Committee/Body	Academic Board
Date of Initial Approval	16 May 2018
Date of Effect	1 November 2022
Review Schedule	Every 3 years from commencement
Policy Owner	Academic Board
Policy Contact	Student Services
Delegated Actor (include if applicable)	Student Services
Related Documents	SS001 Student Grievance and Academic Appeals Policy SS000 Student Handbook HR028 Employee Handbook A004 Assessment Policy HR002 Access and Equity Policy SS013 Student Progression and Exclusion Policy SS014 Student Progression and Exclusion Procedure SS012F Students at Risk Referral Form SS012R Students at Risk Referral Register SS019 Student Code of Conduct SS014L1 Course Progress Warning #1 SS014L2 Course Progress Warning #2 SS014L3 Course Progress Warning #3 SS014L4 Course Progress Warning #4

Applicability to Higher Education Standards Framework (Threshold Standards) 2015 (Cth)	1.3 Orientation and Progression 2.2 Diversity and Equity 3.3 Learning Resources and Educational Support
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Document History

Version	Author	Changes	Approval Date
1.0	Board of Directors and Council	Original Version	16 May 2018
2.0	Registrar	Delegations section added	12 May 2025