

Progress and Intervention Procedure

Colleges of Business and Technology (WA) Pty Ltd

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Document

Document Name	Progress and Intervention Procedure
Brief Description	The Procedure outlines how Curtin College will determine satisfactory academic progress, monitor student academic progress to identify students in need of an intervention strategy and offer support to students at academic risk.
Procedures Owner	Academic Director
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Version Control

Date	Version	Summary of Changes	Reviewer Name and Office
15/03/2021	2.0	Major revision to align document to current regulatory requirements	General Manager Quality, Risk and Compliance
06/04/2023	3.0	Major review of document	Academic Director
27/11/2024	4.0	Major review of document	Academic Policy Working Group
4/6/20-25	4.1	Minor amendment to 8.18	Academic Director

Related Documents

Name	Location
Access, Diversity, Equity and Inclusion Policy	Curtin College website
Assessment Policy	Curtin College website
Academic Integrity Policy	Curtin College website
Credit for Recognised Prior Learning Policy	Curtin College website
Progress and Intervention Policy	Curtin College website
Support for Students Policy	Curtin College website

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1 Purpose and Scope

- 1.1 This Procedure outlines how Curtin College will identify and manage students at risk of not achieving the requirements for academic progression.
- 1.2 This Procedure applies to all Curtin College students.
- 1.3 This Procedure supports the *Progress and intervention Policy*.

2 Admission

- 2.1 Admissions staff will provide information about inbound students to senior academic leaders to enable planning for individual and cohort onboarding and ongoing learning needs.
- 2.2 The Student Learning Advisor will arrange for one-on-one meetings with students who have identified as having a disability to determine whether reasonable adjustments can be put in place for the student; if so, a *Learning Access Plan* (LAP) meeting will be arranged. Curtin College's quite broad definition of 'disability' is provided in the *Glossary of Policy Terms*.
- 2.3 Admissions staff will alert the Student Counsellor when younger students (minors) are admitted so that all compliance and support mechanisms are put in place pre-arrival.
- 2.4 Curtin College will monitor student progress to determine the ongoing appropriateness of admissions criteria.

3 Orientation

- 3.1 The College will run an Orientation session relevant to domestic and international students at the start of each study period.
- 3.2 Orientation and onboarding sessions will cover a range of key information, including:
 - a) key dates in the study period;
 - b) visa requirements;
 - c) FEE-HELP;
 - d) information about transitioning to Australia;
 - e) information about the Police and other emergency services;
 - f) beach safety;
 - g) online safety;
 - h) personal safety;
 - i) how to get academic support from teachers and Unit Coordinators;
 - j) how to get program support and program-related career support from Program Managers;
 - k) how to get support if there are issues with accommodation, finance, legal issues and employment;
 - l) expectations that the College holds of students, as outlined in the *Student Code of Conduct*; and
 - m) information about Curtin College policies and procedures, including how to complain or appeal an academic result.

- 3.3 A tailored, program-specific academic onboarding session will be provided to students during Orientation by Program Managers and ongoing academic staff.
- 3.4 The Student Counsellor will provide a special onboarding session for younger students (minors) to clarify expectations and to outline support mechanisms.
- 3.5 Orientation content will consider the needs of international students adjusting to living and studying in Australia and to all students adjusting to the College's learning and teaching environment.

4 Academic Onboarding

Unit Information

- 4.1 Unit Outlines will be produced in a consistent format from a template that is updated each study period to ensure currency.
- 4.2 Unit Outlines will contain information about support that is available to all students and provide the contact details for support roles.
- 4.3 Unit Outlines will be available to students during Orientation week and will provide the teaching schedule, assessment schedule and teaching staff contact information for the study period.
- 4.4 For every assessment in a unit, clear and accessible information will be provided to students in Moodle, including assessment guidelines, marking rubrics (where relevant) and marking guidelines.
- 4.5 Where possible and appropriate, Unit Coordinators will provide students with completed assessment materials to outline expectations and standards, such as sample assessments, completed rubrics or video recordings of provided feedback. In other units, students are provided with opportunities to submit drafts for formative feedback.

Foundational and Transitional Units

- 4.6 Each program contains a designated unit that prepares students for study in the discipline / program. Expectations around professional behaviour, including academic integrity literacy, are outlined in designated units.
- 4.7 Each program prepares students for the transition to Curtin University by allocating time in a final program unit for activities designed to help students to reflect and prepare for a more independent style of learning.

Diagnostic Testing

- 4.8 Diagnostic testing will be offered to students in designated units within the first two weeks of the student's first study period. This may take the form of an English diagnostic test, mathematics diagnostic test, or similar. Students whose diagnostic test results fall below a certain threshold may be required to take up additional support classes by the College.

5 Attendance

- 5.1 Unit Coordinators and Lecturers will communicate to students the importance of maintaining high attendance in units and overall, for academic success.
- 5.2 In Australia, attendance less than 90% may impact an international student's visa and for domestic students, government sources of financial support.

- 5.3 In Singapore, international student attendance less than 90% per month for each unit will impact student visa conditions and can lead to the cancellation of a student's Pass.
- 5.4 Where required by law, Curtin College will share student attendance information with relevant government departments. In the case of Australia, this may include Centrelink and the Department of Home Affairs. In the case of Singapore, this may include the Immigration and Checkpoints Authority (ICA).
- 5.5 Curtin College students are expected to:
- attend all timetabled classes and activities;
 - arrive at the classroom slightly prior to the timetabled time because classes will usually start exactly at the specified start time; and
 - checking their attendance record throughout the study period to ensure that they are satisfying their obligations to the Australian government in relation to visas or financial assistance.

5.6 Curtin College teachers will:

- take student attendance during the class (some exceptions apply);
- record attendance during the class;
- if a student arrives more than ten (10) minutes late or leaves early, they will be marked as having attended only part of the class.
- record attendance and absences in the Portal using the following categories:

Attendance Record		Reason
A	Approved	The student's absence was due to other compassionate or compelling reason(s) and supporting documentation provided.
H	Half	The student arrived late or left early.
M	Medical reason	The student's absence was due to a serious illness or injury and a medical certificate, or documents were provided.
N	No reason	The student did not provide a reason or documentation to explain their absence.
P	Present	The student attended their timetabled activity.
S	Substitute	The student was absent for their timetabled activity but was permitted to attend an alternative activity.

- 5.7 If a student was absent for their timetabled activity but was permitted to attend an alternative activity, the Unit Coordinator will email the Program Manager, who will then amend the student's attendance record in Navigate by adding 'S' Substitute.
- 5.8 Students who are absent due to a medical or other compassionate or compelling reasons will submit an *Explained Absence Form* at the earliest possible opportunity, which may be downloaded from the Study Kiosk in the Student Portal with any supporting documentation to explain their absence and submit it to the teacher.
- 5.9 An accepted and processed approved will be reflected on the student's attendance as A (Approved) or M (Medical reason).
- 5.10 Attendance might not be taken by Curtin College in service-taught units, large lectures, or as otherwise designated by the Academic Director.
- 5.11 Formal attendance checks are undertaken regularly in weeks 3, 5, 7, and 9 of each study period.

- 5.12 Attendance Warning Notices will be emailed to students whose overall attendance falls below 80%. The email will contain information about upcoming census dates and the support options available, which may include:
- a) reduced study load;
 - b) meetings with the Student Counsellor or Student Learning Advisor;
 - c) meetings with the Program Managers or Discipline Lead; and
 - d) links to helpful resources.
- 5.13 Student and Academic Services will produce unit attendance reports each week during the study period to identify students who are considered high risk for poor academic progress due to:
- a) having attendance below the designated threshold of 80%;
 - b) have changed program following poor progress in their initial program;
 - c) being on Conditional Academic Progression Status; or
 - d) being reprieved from Termination by the Board of Examiners.
- Program Managers will use this information to identify students they will contact as part of an academic at-risk response.
- 5.14 Students with low attendance will be contacted with information about support mechanisms and an invitation to seek academic, learning and/or wellbeing assistance.
- 5.15 Curtin College will consider student attendance when making decisions about academic privileges, such as being offered a Further / Supplementary Examination.

6 Ongoing Academic Monitoring

- 6.1 The Academic Leadership Team will actively monitor student academic achievement in units and programs.
- 6.2 Students identified as being at-risk academically will be offered with support in a timely manner.

Early Assessment

- 6.3 Curtin College will ensure that students in their first study period, studying a full-time workload, will undertake early formative or summative assessment in most units to receive feedback on their understanding of the subject.
- 6.4 Where a student in the first study period fails the early assessment or achieves a low mark, the teacher will:
- a) provide feedback on the assessment;
 - b) provide the student with content support in class;
 - c) alert the student to any additional resources in Moodle;
 - d) suggest the student attend the unit consultation time for individualised unit-specific support;
 - e) remind the student about the College's support services and how to access them; and / or
 - f) encourage the student to meet with the Program Manager.

Students At-Risk Identification

- 6.5 Teachers will closely monitor student engagement throughout the study period and regularly implement class, cohort and/or individualised interventions to help improve student performance.
- 6.6 Teaching staff will identify students who may not be engaged in their studies with reference to the following engagement indicators:
- a) use of unit resources in Moodle;
 - b) attendance;
 - c) engagement with the teacher and other learners in class; and/or
 - d) performance in early assessment;
- and will notify the Program Manager about their concern(s) via the *Students at Academic Risk Form*.
- 6.7 Program Managers will check the shared Student Monitoring MS Teams site engagement reports throughout the study period and will address any identified student support issues.

7 Academic Progression Status

- 7.1 At the end of each study period, the Board of Examiners will determine the Academic Progression Status of each individual student, based on the following criteria:

Criteria	Decision	Name
In the study period just ended, as a minimum a student will meet the following: <ul style="list-style-type: none"> Pass more than 50% of enrolled units each study period 	Will be given an academic status of Good Standing, unless other criteria for Conditional or Terminated status are also met.	Good Standing
In the study period just ended, one or more applies: <ul style="list-style-type: none"> The student fails 50% or more of enrolled units Fail any unit for the second time, that is not a Service Taught unit or Masters Qualifying Program Unit 	Will be given an academic status of Conditional and a Documented Intervention Strategy will be provided to the student.	Conditional
In the study period just ended: <ul style="list-style-type: none"> Student fails a Service Taught unit or a Masters Qualifying Program unit 	May be given an academic status of Conditional and this may continue in subsequent study periods until the failed unit is passed. A Documented Intervention Strategy will be provided to the student.	

Criteria	Decision	Name
A student will have an academic status of Conditional in the study period just ended (unless it is the student's first study period) and meet one or more of the following: <ul style="list-style-type: none"> • Fail 50% or more of enrolled units • Fail any unit a third time • The student fails 100% of units and has attendance under 60% 	May be given an academic status of Terminated if a Documented Intervention Strategy was provided to the student.	Terminated
If a student repeatedly fails one or more units three times or more OR Fails any unit a second time that is a Masters Qualifying Program Unit or a Service Taught Unit	May be given an academic status of Terminated if a Documented Intervention Strategy was previously implemented for the student.	

- 7.2 Following the Board of Examiners, Student and Academic Services will:
- record the Academic Progression Status of individual students in Navigate; and
 - notify students of their Academic Progression Status via their Curtin College email.
- 7.3 A student with an academic status of Conditional will be returned to Good Standing in the subsequent study period if they meet all the following criteria:
- pass any previously failed units that resulted in their status remaining Conditional;
 - meet all conditions that may have been set down in relation to Conditional status; and
 - no longer meet the criteria for Conditional or Terminated.
- 7.6 A student whose place in the program has been re-instated because of an appeal against Termination and who fails to agree and adhere to any condition(s) will have their place in the program Terminated before the end of a study period, subject to their right to appeal and to lodge an appeal externally.
- 7.7 The entitlement to continue in a program and to re-enrol is, in all cases, subject to any other restrictions or prohibitions imposed on the student (e.g. a prohibition on enrolment due to outstanding fees or misconduct, requirement to sign and adhere to a Student Progression Agreement regarding conditions).

Academic Progression Status for Students who Change Program or Stream

- 7.8 Where a student has a status of Conditional in their Curtin College program and is approved to change into another Curtin College Program, they will enter the new program with an academic status of Conditional.
- 7.9 The Admissions Manager will inform the Student and Academic Services Manager when a continuing student changes program, to ensure that the appropriate academic status is applied in the first study period of enrolment for all students who transfer programs.

Program-Specific Articulation Requirements

- 7.10 Health Science students must complete Stage 1 (200 credit points). Students in the following disciplines must achieve the following Program Weighted Average (CWA) to progress to Stage 2:
- a) Pharmacy and Physiotherapy -- 65%;
 - b) Pharmacy -- 65% in Chemistry (CHE01S1); and
 - c) Laboratory Medicine -- 60%.
- 7.11 Health Science students in four (4) streams must achieve the following Program Weighted Average (PWA) to progress to the second year of the bachelor's degree at Curtin University:
- a) Pharmacy -- 70%;
 - b) Physiotherapy and Occupational Therapy -- 65%; and
 - c) Laboratory Medicine -- 60%.
- 7.12 Diploma of Information Technology students must achieve a Course Weighted Average (SWA) of 75% to progress to the second year of the Bachelor of Computing at Curtin University.
- 7.13 The Health Sciences Program Manager will contact Health students who do not meet the specific program and/or stream articulation requirements to discuss their study options.

8 Intervention Strategies

- 8.1 A documented intervention strategy will be in place for all students who are at risk of not achieving satisfactory program progress requirements and may be implemented either:
- a) during the first study period of a student's enrolment prior to the student being given an academic status of Conditional; or
 - b) when a student is placed on Conditional status.
- 8.2 Students are responsible for seeking advice and support to engage in the intervention strategy.
- 8.3 If a student does not act in relation to the recommendations provided as part of the intervention strategy, this may result in their place in the program being Terminated.

Good Standing

- 8.5 For students whose Academic Progression Status following the Board of Examiners is 'Good Standing', Student and Academic Services will send a congratulatory email to the student's Curtin College email address.

Conditional Status

- 8.7 Following the Board of Examiners, Student and Academic Services will:
- a) record the Conditional Academic Progression Standing on the students' record in Navigate;
 - b) send the student the 'Notification of Academic Standing: Conditional' via their Curtin College email address that will inform them of the following:
 - i. they are at risk of not meeting satisfactory academic progress and the consequences if they fail to meet satisfactory academic progress.

- ii. they are permitted to re-enrol;
 - iii. they need to meet with their Program Manager (or nominee) to complete a Student Progression Agreement; and
 - iv. the support options available to them.
- 8.8 The Program Manager will determine whether the following actions are merely suggested to the student or are required as condition(s) associated with program progression and outlined in a Student Progression Agreement:
 - a) undertake a reduced study load;
 - b) maintain attendance above 80% in all units;
 - c) engage with resources in Moodle;
 - d) submit all unit assessments;
 - e) pass specific core and/or pre-requisite units;
 - f) meet with one or more specified members of staff, as a one-off or on an ongoing basis;
 - g) meet with the Student Learning Advisor to strengthen general study skills; and/or
 - h) meet with the Program Manager to discuss program-specific challenges.
- 8.9 A Student Progression Agreement will advise the student of possible implications if they do not engage with the identified intervention strategies.
- 8.10 Based on a student's circumstances, referral to the following may also be recommended:
 - a) their health care and/or health insurance provider;
 - b) Curtin University Library-provided learning support;
 - c) Study Perth and other community services that provide advice on personal circumstances relating to accommodation, welfare, finance and/or employment;
 - d) Counselling, AccessAbility and Wellbeing Services; and / or
 - e) funding sources.
- 8.11 The Student and Academic Services Manager (or authorised officer) will monitor and assess students (where applicable) in accordance with the Federal Government requirements to determine whether a student is a genuine student.

Terminated Status

- 8.12 Following the Board of Examiners / release of results, the Student and Academic Services will:
 - a) record the Academic Standing on the students' record in the Student Management System, Navigate;
 - b) block the student from enrolling in units;
 - c) email the student the "Notification of Academic Standing: Terminated / Intent to Report" that will inform them of the following:
 - i. they have not met the requirements for satisfactory academic progress;
 - ii. if they are an international student on a student visa, they will be reported in twenty (20) working days from the date of the notification to the relevant Government Department for failing to meet satisfactory program progression requirements; and

- iii. they have a right to appeal their Terminated Academic Progression Status as outlined in the *Appeals Policy* and Appeals Procedures.
- 8.13 After twenty (20) working days, students who have not lodged an appeal or were unsuccessful in their appeal will receive the “Terminated / Reported for Unsatisfactory Progress” email which will inform them that they have been terminated from the College.
- 8.14 International students whose place in their program has been terminated due to unsatisfactory program progress will be reported in the Provider Registration and International Student Management System (PRISMS) in accordance with s19(2) of the *Education Services for Overseas Students Act 2000 (ESOS Act)*. Students will be advised in their program termination notification of the Unsatisfactory Program Progress reporting requirement.
- 8.15 Unsatisfactory Program Progress reporting in PRISMS will occur if:
 - a) the internal and external complaints processes have been completed and the student’s place in their program remains Terminated; or
 - b) the student chooses not to submit an Academic Progression Status appeal and the relevant deadline has passed;
 - c) the student withdraws from the Academic Progression Status appeal process by way of written notification to Student and Academic Services; or
 - d) the student chooses not to access the external complaints process.

Terminated Status and Change of Program Requests

- 8.16 A student whose place in a program is Terminated may apply to change to an alternate program (or major within a program) at Curtin College.
- 8.17 In requesting a transfer to a different program, a student will demonstrate that their study in their previous program was severely affected by exceptional or extenuating circumstances outside of their control. Full documentation supporting any request will be submitted by the student.
- 8.18 A student who wishes to change to a different Curtin College program will meet with the Program Manager of the new program to discuss their program and career options.
- 8.19 A student whose place in a program was previously Terminated but is permitted to transfer into an alternate program will be subject to the following conditions, including any additional conditions reasonably imposed by the Program Manager (or authorised officer) and/or Academic Director:
 - a) the student will be placed on Conditional status unless an exception is approved by the Academic Director; and
 - b) a Student Progression Agreement will be implemented.
- 8.20 Changing to another Curtin College program is not considered to be a valid appeal reason when appealing against an academic status of Terminated.

Re-Admission to a Program Following Termination

- 8.21 A student whose place in a program has been Terminated may apply for re-admission to the same program after a minimum period of twelve (12) months after last enrolment, unless exceptional circumstances can be shown. Students will submit a statement outlining what they will do differently to achieve academic success.
- 8.22 A student whose place in a program was previously Terminated but is accepted into the same program again will be subject to the following conditions, including any

additional conditions reasonably imposed by the Program Manager (or authorised officer) and/or Academic Director:

- a) the student will be placed on Conditional status;
- b) a Student Progression Agreement will be implemented; and
- c) a reduced study load may be put in place until the student returns to Good Standing.

9 Appeal

- 9.1 A student who is not satisfied with their Academic Progression Status or other decisions made under this Procedure, may lodge an appeal with the Appeals Committee as per the *Appeals Policy* and *Appeals Procedure*.

10 Procedures Review and Records Management

- 10.1 This Procedure is reviewed every 24 months and at the time of any changes to the regulatory compliance requirements, legislation, regulation and guidelines.
- 10.2 Academic Progression Status and notification emails are recorded in the Student Management System, Navigate.
- 10.3 Student Progression Agreements are stored in the student's file by Student and Academic Services.
- 10.4 All records in relation to this document will be managed as follows:

Record type	Owner	Location	Retention	Disposal
Policy	Academic Director	Website and Shared drive	Perpetual but subject to annual review. Major change will see this version archived into the archive library and the revised version published on the website.	Archived into the archive library