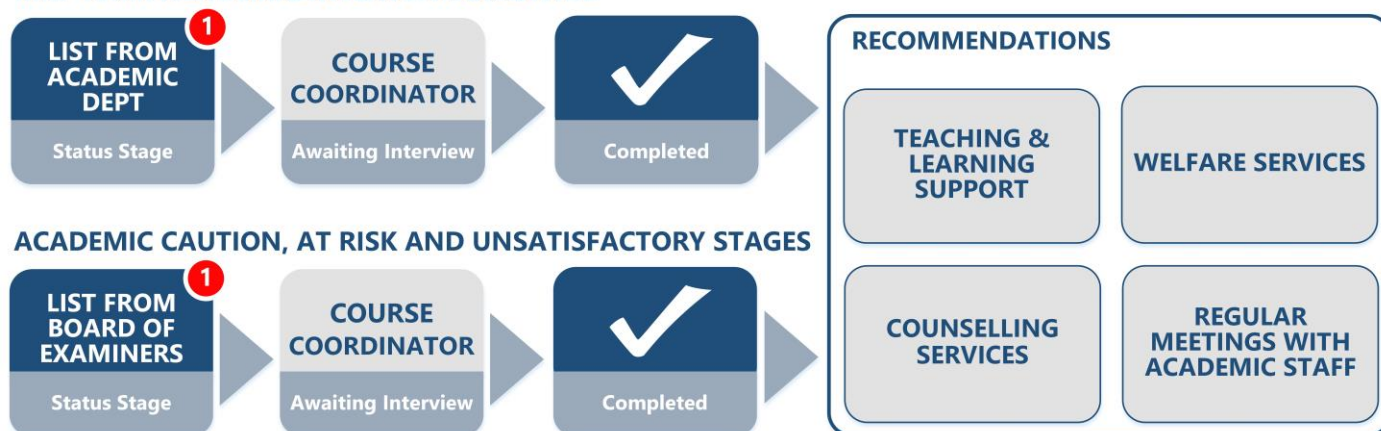


Course Progress and Intervention Procedure

SYSTEMS AND REPORTING DEPARTMENT
REGISTRAR'S OFFICE

1. Workflow & Process Details

MID-TERM ACADEMIC INTERVENTION STAGE



Admin Fee	Not Applicable	Form availability	At all times
Student Status on SMS	Current Student	Turnaround period	20 working days*

* from submission date and considering all required documents are provided

2. Workflow Description Summary

Mid-semester intervention

Stages	Description	Scope	Responsible
1	Mid-term early identification of students having less than 50% of attendance and academic performance	List of students are identified after week 4 of course studies, with less than 50% of attendance and academic performance by running the report from RTO Manager for a mid-term academic intervention interview	Retention Manager, Course Coordinator
2	Organise Academic Intervention Interview	The students are sent an email invitation through SharePoint for a formal academic intervention interview to be held with the Course Coordinator and are duly recorded by the Retention Manager and Course Coordinator	Course Coordinator, Retention Manager
3	Discuss strategies to improve academic standing and support required	Determine the reasons that affected the performance and attendance in order to devise a strategy and suggest measures to improve the academic standing by extending the academic support, learning support, counsellor services, welfare services.	Course Coordinator, Retention Manager
4	Completion of the formal intervention interview process	The process is completed, and outcome is recorded into internal system by Student Services. The outcome letter is sent to the student. In case the student is referred for an internal support; the application is left open until it is closed in 2 weeks' time.	Retention Manager

End of study period intervention based on identification under Course Progression rules

1	<p>Identification of students within accordance with Course Progression Policy at the end of each semester and preparation of report for Board of Examiners</p>	<p>Academic Caution: failed 50% or more units enrolled in the semester At-Risk: failed the same unit twice or failed 50% or more units and had "academic caution" status in the previous semester Unsatisfactory: failed the same unit thrice or failed 50% or more units and had a status of "at-risk" in the previous semester</p>	<p>Registrar's office, Registrar or delegate</p>
2	<p>On approval from the Board of Examiners notification of course progression status sent to all identified students</p>	<p>Initial notification sent by email to all identified students and also by mail to students identified as making unsatisfactory course progression. Uses templates for all communication.</p>	<p>Retention Manager</p>
3	<p>Organise Academic Intervention Interview</p>	<p>The students are sent an email invitation through SharePoint for a formal academic intervention interview to be held with the Course Coordinator and are duly recorded by the Retention Manager and Course Coordinator</p>	<p>Course Coordinator, Retention Manager</p>
4	<p>Identify strategies to improve academic standing in the following semester</p>	<p>Determine the reasons that affected the performance in order to devise a strategy and suggest measures to improve the academic standing in the following semester by referring student learning support, English language support, counselling session, regular academic consultation session and discussing the mutually agreed study plan Students with At-risk status are cautioned of consequences to Visa status if fail more than 50% or more of units in the current semester resulting in unsatisfactory academic performance. The enrolment of students who make unsatisfactory course progression will be discontinued and students will be excluded from studying at the College for a period of two years</p>	<p>Course Coordinator, Retention Manager</p>
	<p>Completion of the formal intervention interview process</p>	<p>The process is completed, and outcome is recorded into internal system by Student Services. The outcome letter is sent to the student. In case the student is referred for an internal support; the application is left open until it is closed in 2 weeks' time.</p>	<p>Retention Manager</p>

3. Detailed Flowchart

