



## Student At Risk and Early Intervention Procedure

Policy supported	Student at Risk and Early Intervention Policy
Policy Code	ACA-HE-22
Owner	Chief Executive Officer
Responsible Officer	Dean
Approving authority	Academic Board
Contact Officer	Registrar
Approval date	24 September 2020
Commencement date	25 September 2020
Review date	3 years
Version	2020.1
Related Documents	Assessment Appeal Policy Assessment Appeal Procedure Diversity and Equity Policy Student Assessment Policy Student Assessment Procedure Student Support Framework Student Progression and Exclusion Policy Student Progression and Exclusion Procedure

### 1. Purpose

This Procedure details the strategies of the Australian Institute of Higher Education Pty Ltd ('the Institute') for optimising the opportunity for, and potential of, all students at the Institute to achieve their academic goals and successfully complete their course.

### 2. Scope

This Procedure applies to all students at the Institute.

### 3. Definitions

See the *AIH Glossary of Terms* for definitions.

### 4. Actions and Responsibilities

#### 4.1 Early Identification & Intervention Strategy

The **Students At Risk and Early Intervention Policy** details types of Students At Risk. Intervention strategies vary based on the risk type and the timing of the operational study period. The 'Students At Risk' procedure roles, responsibilities and intervention strategy are outlined in Annexure 1.

### 4.1.1 Early Identification

Students can be identified 'at risk' by early intervention. Students can be identified in various ways.

#### 4.1.1.1 Academic Identification

Students can be identified as "at risk" by Lecturers in Weeks 3, 6 and 9, after census date and their first assessments (Annexure 1: Flowchart – Student at Risk Process). Identification is based on:

- low-level regular attendance of classes;
- limited engagement in class activities;
- not submitting or achieving a fail mark in the low-risk early assessment task in a unit(s) of study;
- not performing adequately in assessment tasks;
- not logging into or not engaging with the Learning Management System (Moodle).

#### 4.1.1.2 Pathways Identification

Students can be identified by Pathways through admissions. Students who have been identified as Pathways will be placed on Academic Probation and will be notified by Letter of Offer.

#### 4.1.1.3 Students At Risk

Students can be identified 'at risk' through the institute's Student at Risk process (see Annexure 1: Flowchart – Student at Risk Process).

#### 4.1.1.4 Pre-enrolment Identification

Students can be identified 'at risk' through the pre-enrolment Academic Skills Test conducted at Orientation. If students score low results within this test, they are contacted and offered support, and monitored throughout the trimester.

All students identified within the early intervention process, are contacted by the Academic Success Team to offer academic counselling and support.

### 4.1.2 Intervention Support Strategies

The Dean or delegated nominee will be notified of the academic risk situation through Lecturers, Unit Coordinators, Program Managers or Student Services. The Academic Success Team, Student Services or a nominated delegate will contact the student and counsel them to receive Intervention support by either:

- attending academic skills sessions;
- attending language support sessions;
- attending additional lectures, workshops, or other educational forums;
- attending academic counselling or obtain referral to other support services;
- seeking peer mentoring;
- attending and seeking support through the Learning Support Hub;
- revising the enrolment pattern, study load or course of enrolment;
- accessing the Learning Management System (LMS) or the prescribed E-book; or
- a combination of the above.

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 and if there are extenuating circumstances for the absence, the student will be advised of support strategies on offer.

If the above measures do not result in satisfactory course progress and the student has failed to achieve a minimum pass grade for course requirements, the Institute will implement an intervention strategy in accordance with the ***Student Progression and Exclusion Policy and associated Procedure***.

### 4.1.3 Result of Unsatisfactory Course Progress

There are two formal warnings issued to students who fail to make satisfactory academic progress.

#### 4.1.3.1 Letter Probation 1

Students who do not make satisfactory academic progress in a trimester for the first time since enrolling at AIH are sent, at the end of the trimester, an Letter Probation 1 advising them of their failure to make satisfactory academic progress and of the intervention strategies available to them (Annexure 1: Flowchart – Student at Risk Process).

#### 4.1.3.2 Letter Probation 2

Students who do not make satisfactory academic progress in a second consecutive trimester, or have failed a unit more than once, and not meeting their CoE timeframe, are sent an Letter Probation 2 advising them of their failure to make satisfactory academic progress for the second time, and reminding them of the appeal process. Students are not able to enrol in the next trimester until they have submitted a complaint outlining a reason why they should not be cancelled with supporting evidence (see Annexure 1: Flowchart – Student at Risk Process).

Students will be given 20 working days from the issuing date of the notice to appeal the decision in accordance with the ***Student Complaint and Appeal Procedure***. A student who does not submit an appeal within 20 working days will have their enrolment terminated.

Once the appeal has been assessed, the Institute may choose to:

- terminate the student's enrolment; or
- allow the student to continue without conditions; or
- allow the student to continue the course with specific conditions (see Annexure 2: Flowchart – Student at Risk Process).

A student who is allowed to continue their enrolment in the course with conditions imposed, who again fails to meet the minimum academic standards or breaches the conditions imposed, will have their enrolment terminated (Letter 3).

Students who are "at risk" will receive a warning letter in Week 10 to remind them that they will receive a Letter Probation 2 if they are already placed on Letter Probation 1, and will receive a Letter of Cancellation if they are already placed on Letter Probation 2 in the current trimester.

Other circumstances where students might have their enrolment terminated are outlined in the Institute's ***Student Academic Misconduct Policy*** and associated Procedure, ***Student Code of Conduct*** and the ***International Student Deferment, Suspension and Cancellation Policy*** and associated Procedure.

## 4.2 Appeals

An applicant may appeal against a decision made under this Procedure. Appeals must be made as prescribed in the appeals process outlined in the ***Student Complaint and Appeal Policy*** and associated Procedure. Students may request this via email to Student Services using the **Complaint and Appeal form**.

## 5. Version Control

This Procedure has been endorsed by the Australia Institute of Higher Education Academic Board as at September 2020 and is reviewed every 3 years. The Procedure is published and available on the Australian Institute of Higher Education website <http://www.aih.nsw.edu.au/> under 'Policies and Procedures'.

<b>Change and Version Control</b>				
<b>Version</b>	<b>Authored by</b>	<b>Brief Description of the changes</b>	<b>Date Approved:</b>	<b>Effective Date:</b>
2017-1	Ms. McCoy	New document	22 February 2017	6 March 2017
2017-2	Registrar	Updated information on attendance monitoring	19 July 2017	20 July 2017
2018-1	Registrar	Added the Student at Risk Flowchart for early notification warnings sent to the student in WK 11	3 October 2018	12 November 2018
2018-1	Registrar	Updated 4.1.1 Intervention Strategy, changing the word 'detection' to 'identification' and adding 'redeem high risk cohort categories' of Pathway entry and Special/Alternative Admission Arrangements	12 December 2018	13 December 2018
2019.1	Principal	Updated the Policy Owner, Responsible Officer and Approving Authority to Principal, Section 4.1 and Annexure 1.	18 November 2019	19 November 2019
2020.1	Academic Success Manager/ Chief Executive Officer	Complete review based on the policy.	24 September 2020	25 September 2020



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Who is monitored	Responsible person	Item monitored	How is it reported	Reporting	When is it reported	Intervention
<b>All Students during trimester</b>	<ul style="list-style-type: none"> <li>Lecturer</li> </ul>	<ul style="list-style-type: none"> <li>Monitoring attendance</li> <li>Monitoring unit progress from first two assessment items</li> </ul>	<ul style="list-style-type: none"> <li>Lecturer is required to fill in Early Intervention form</li> </ul>	<ul style="list-style-type: none"> <li>Academic Management Meeting</li> </ul>	<ul style="list-style-type: none"> <li>Early weeks if required</li> <li>Week 3/ Week 6/ Week 9</li> </ul>	<ul style="list-style-type: none"> <li>Provide additional workshops</li> <li>Provide additional resources on LMS</li> <li>Send reminders to students</li> <li>Meet with students</li> <li>Refer to Academic Success Officer</li> </ul>
	<ul style="list-style-type: none"> <li>Student Services</li> </ul>	<ul style="list-style-type: none"> <li>Attendance</li> </ul>	<ul style="list-style-type: none"> <li>Attendance report collated each week</li> </ul>	<ul style="list-style-type: none"> <li>Academic and Management Meeting</li> </ul>	<ul style="list-style-type: none"> <li>Each teaching week</li> </ul>	<ul style="list-style-type: none"> <li>Text message for any student that has missed two consecutive weeks</li> </ul>
	<ul style="list-style-type: none"> <li>Academic Success Team</li> </ul>	<ul style="list-style-type: none"> <li>Monitor Moodle engagement/assessment results/offer support</li> </ul>	<ul style="list-style-type: none"> <li>Results are extracted from Moodle</li> </ul>	<ul style="list-style-type: none"> <li>Academic Meeting</li> </ul>	<ul style="list-style-type: none"> <li>Week 3/ Week 6/ Week 9</li> </ul>	<ul style="list-style-type: none"> <li>Academic Skills workshops</li> <li>Language Skills workshops</li> <li>Advise on external support services</li> </ul>
	<ul style="list-style-type: none"> <li>Program Manager</li> </ul>	<ul style="list-style-type: none"> <li>All for each respective program</li> </ul>	<ul style="list-style-type: none"> <li>Collate results of assessment results from Moodle</li> </ul>	<ul style="list-style-type: none"> <li>Academic Meeting</li> </ul>	<ul style="list-style-type: none"> <li>Week 4/ Week 7/ Week 10</li> </ul>	<ul style="list-style-type: none"> <li>Oversee interventions are actioned</li> <li>Provide program level advice and support</li> </ul>
	<ul style="list-style-type: none"> <li>Dean</li> </ul>	<ul style="list-style-type: none"> <li>All</li> </ul>	<ul style="list-style-type: none"> <li>Collated from Program Managers reports</li> </ul>	<ul style="list-style-type: none"> <li>Management meeting</li> </ul>	<ul style="list-style-type: none"> <li>Week 4/ Week 7/ Week 10</li> </ul>	<ul style="list-style-type: none"> <li>Advise on requirement for additional resources</li> </ul>
<b>Formal Students At Risk defined as those on Letter 1 or Letter 2</b>	<ul style="list-style-type: none"> <li>Academic Success Team</li> </ul>	<ul style="list-style-type: none"> <li>Monitoring attendance</li> <li>Monitoring unit progress from first two assessment items</li> <li>Monitoring engagement with support services</li> <li>Monitor Moodle engagement</li> <li>Monitor learning support usage</li> </ul>	<ul style="list-style-type: none"> <li>Results are extracted from Moodle</li> </ul>	<ul style="list-style-type: none"> <li>Management meeting</li> </ul>	<ul style="list-style-type: none"> <li>Week 3/ Week 6/ Week 9</li> <li>Week 10 (warning/reminder email only)</li> </ul>	<ul style="list-style-type: none"> <li>Call Letter 1 students in Week 2 (Week 1 Block Delivery), identify learning barriers, make a study plan and refer to support services</li> <li>Meet Letter 2 students in Week 2 (Week 1 Block Delivery) and make a study plan and refer to support services</li> <li>Academic Skills workshops</li> <li>Language Skills workshops</li> <li>Advise on external support services</li> <li>Refer to Lecturer or Program Manager</li> <li>Warning/Reminder email to all students about the consequences of poor academic progression</li> </ul>
<b>Students who are At Risk on Admissions</b>	<ul style="list-style-type: none"> <li>Academic Success Team</li> </ul>	<ul style="list-style-type: none"> <li>Monitoring attendance</li> <li>Monitoring unit progress from first two assessment items</li> <li>Monitoring engagement with support services</li> <li>Monitor Moodle engagement</li> <li>Monitor learning support usage</li> </ul>	<ul style="list-style-type: none"> <li>Results are extracted from Moodle</li> </ul>	<ul style="list-style-type: none"> <li>Management meeting</li> </ul>	<ul style="list-style-type: none"> <li>Week 3/ Week 6/ Week 9</li> </ul>	<ul style="list-style-type: none"> <li>Call students in Week 2 (Week 1 Block Delivery), identify learning barriers and refer to support services</li> <li>Academic Skills workshops</li> <li>Language Skills workshops</li> <li>Advise on external support services</li> <li>Refer to Lecturer or Program Manager</li> </ul>
<b>All students post release of Final Grades</b>	<ul style="list-style-type: none"> <li>Registrar</li> </ul>	<ul style="list-style-type: none"> <li>Progression</li> <li>Failure Rates</li> </ul>	<ul style="list-style-type: none"> <li>Collated from BoE reports</li> </ul>	<ul style="list-style-type: none"> <li>Teaching and Learning Committee</li> <li>Academic Board</li> </ul>	<ul style="list-style-type: none"> <li>Post Grade Release</li> </ul>	<ul style="list-style-type: none"> <li>Letter 1</li> <li>Letter 2</li> <li>Letter 3 (Cancellation)</li> <li>Reduced Study Load</li> </ul>



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**Annexure 2**

