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## Student at Risk and Early Intervention Policy and Procedure

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### 1 Preliminaries

#### Commencement

1.1 This policy and procedure commenced on 1 April 2024.

#### Purpose

1.2 This policy and procedure outlines how the Australian Guild of Education (“AGE”) will optimise the potential of, and opportunity for, all students at AGE to achieve academic goals by maximum participation and successful completion of each unit of study in which they are enrolled.

#### Application

1.3 This policy and procedure applies to all AGE students.

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### 2 Policy Statement

#### Introduction

2.1 This policy and procedure has been developed to ensure that students deemed ‘at risk’ of unsatisfactory academic progress in any unit are promptly identified and supported. ‘At-risk’ status at the unit level can be triggered by low participation or lack of engagement, failure to submit assessment items, or poor performance.

#### Context

2.2 This policy and procedure focuses particularly **on early intervention at the unit of study level** and complements and extends the *Course Progression Policy and Procedure*, which includes intervention strategies to optimise progress and success for at-risk students at the **course level**.

#### Principles

2.3 This policy and procedure is informed by AGE’s commitment to facilitate the successful completion of each unit for all students by providing appropriate, adequate and timely support and advice as required. Key principles informing this policy and procedure are as follows:



- (a) All students are ultimately responsible for their own academic progress.
- (b) All students are expected to be thoroughly familiar with the contents of the unit outline for each unit of study in which they are enrolled.
- (c) All students will have access to clearly defined, equitable and fair processes for handling matters in relation to assessment and academic progress issues, including avenues of appeal against significant decisions.
- (d) AGE monitors the academic progress of its students via a range of methods and utilises a diversity of approaches to facilitate engagement with its students.
- (e) Students are provided with access to academic staff and Student Support Services to assist with their personal and academic development needs.
- (f) Intervention will be employed at any time that a student is deemed as being 'at risk'.
- (g) AGE is committed to providing early feedback to its students to ensure that they are given every chance of success.

## Approach

2.4 AGE recognises that some students face challenges as they progress through each unit. This may be the case particularly for international students, students in their first year of study, students studying in a language other than their first language, students with significant family responsibilities and/or financial difficulties, mature aged students, and traditionally or potentially disadvantaged students, such as students from a low socio-economic background or from an Aboriginal or Torres Strait Islander background.

2.5 In order to minimise students at risk, AGE adopts and implements strategies to ensure all students are provided with:

- (a) sufficient information on which to make an informed decision about their ability to undertake and complete each unit of study;
- (b) a comprehensive orientation to AGE and, in the case of international students, Australia generally;
- (c) all relevant details about enrolment and progression, including withdrawal dates and submission dates;
- (d) sufficient training in technologies, research methods and study skills; and
- (e) adequate access to student support and academic advice as outlined in the *Student Handbook*.



## 3 Procedures

### Detection of Students Deemed at Risk

- 3.1 To assist in the identification of students requiring development of their academic literacy and English language proficiency skills, each unit of study during the first study period in all of AGE's courses will contain an early formative assessment task, typically undertaken in week 3. The early formative assessment task will involve either a quiz or a short written paper (of approximately 500 words) undertaken in class and assessed by the unit lecturer.
- 3.2 If the assessment task is assessed as a fail due to poor academic literacy and English language proficiency skills, the student will be referred to the Academic Learning Support Officer for a more comprehensive assessment.
- 3.3 Following the assessment, the Academic Learning Support Officer will put in place an intervention strategy detailed in the form of a learning agreement, to assist the student to enhance their academic literacy and English language proficiency skills. This may include participation in:
- (a) academic skills workshops;
  - (b) tutorial or study groups;
  - (c) one-on-one support and coaching services;
  - (d) attending counselling;
  - (e) receiving assistance with personal issues which are influencing progress;
  - (f) receiving mentoring;
  - (g) a reduction in course load; or
  - (h) a combination of the above.
- 3.4 A student is classified as potentially at risk of inadequate progress in a unit of study when the following active monitoring process finds that a student has:
- (a) not attending seminars regularly (flagged after missing two);
  - (b) appeared tired/sleepy in class;
  - (c) been inattentive or disruptive in class;
  - (d) not participated in class discussions;
  - (e) not logged onto, and consequently not engaged with, AGE's Learning Management System (flagged after not participating for two weeks);
  - (f) not accessed the prescribed e-texts or other online resources (flagged after not accessing for two weeks);



- (g) not submitted low-risk early formative assessment tasks (flagged after missing two);
- (h) failed in low-risk early formative assessment tasks (flagged after failing two);
- (i) not submitted compulsory assessment tasks (flagged after missing one); and/or
- (j) has failed in compulsory assessment tasks (flagged after failing two).

## Early Intervention Support Strategies

- o The Dean or delegate will be notified of the academic risk situation by academic staff and/or Student Services administration staff. A Student Services Administration Officer will contact students identified as at risk on behalf of the Dean or their delegate to arrange an appointment with each at risk student for a personalised intervention strategy meeting. The Dean or their delegate will discuss the student's situation and provide counselling on one or more of the following:
  - (a) revision of the student's enrolment patterns, study load or course of enrolment;
  - (b) attendance at an academic skills workshops;
  - (c) attendance at language support sessions;
  - (d) attendance at additional lectures, workshops, or other educational forums;
  - (e) acceptance of free personal coaching in the unit of study;
  - (f) assistance in accessing AGE's Learning Management System, the prescribed e-texts or online databases;
  - (g) attendance at counselling or referral to other support services;
  - (h) mentoring;
  - (i) review of accommodation and other support services.

## Follow up

3.5 Once a learning agreement has been agreed and signed off with a student, the relevant staff will also schedule follow up monitoring meetings with the student. For these follow up meetings, staff will be provided with data on the student's progress and assessment outcomes by administration staff.

3.6 In order to be effective, the intervention strategies will remain in place until the student demonstrates that they no longer need the assistance of the intervention. Staff will continue to be provided with data on the academic progress of the student. Flexibility is required in the intervention strategies as the student progresses, and the intervention contract may need adjusting over time.

3.7 Failure to comply with the academic intervention strategies (Learning Agreement) will result in cancellation. AGE provides an appeals process via its *Student Grievance Handling*



*Policy and Procedure* for students issued with a notification of intention to cancel.

3.8 Where a student does not apply through the appropriate means for an appeal, the student will be issued with a cancellation notice as per the *Student Deferment, Suspension and Cancellation of Study Policy and Procedure*.

## Failure to comply with the Learning Agreement

3.9 Failure to comply with the learning agreement will result in a notification of intention to make a decision with regards to a student's enrolment on the basis of non-course progression.

3.10 Once a notice has been issued, the student will be provided with information relating to the process to appeal the intention.

3.11 After 20 days from the date of the notice of intention to cancel have passed, and the student has not made an application to appeal the decision, the student will be sent a notification of cancellation and their enrolment cancelled on PRISMS.

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## 4 Records Management

Staff must maintain all records relevant to administering this policy and procedure in AGE's record-keeping system.

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## 5 Related Legislation and Documents

### Institute Documents

5.1 The following documents are related to this policy and procedure:

- (a) Student Handbook
- (b) Course Progression Policy and Procedure
- (c) Student Grievance Handling Policy and Procedure
- (d) Student Deferment, Suspension and Cancellation of Study Policy and Procedure.

### Applicable External Standards and Codes

5.2 This policy and procedure complies with the following standards and codes:

# Australian Guild of Education Pty Ltd

Provider Number PRV12114  
CRICOS Provider Code 04168K



Standards/Code	Standards/Clauses
<b>Higher Education Standards Framework (Threshold Standards) 2021</b> ( <a href="http://www.legislation.gov.au/Details/F2021L00488">www.legislation.gov.au/Details/F2021L00488</a> )	Under <i>Standard 1 – Student Participation and Attainment</i> : ▶ Standard 2.4  Under <i>Standard 2 – Learning Environment</i> : ▶ Standard 2.4
<b>National Code of Practice for Providers of Education and Training to Overseas Students 2018</b> ( <a href="http://www.legislation.gov.au/Details/F2017L01182">www.legislation.gov.au/Details/F2017L01182</a> )	▶ Standard 8 – Overseas student visa requirements

## 6 Feedback

- AGE staff and students may provide feedback about this document by email [support@guildmusic.edu.au](mailto:support@guildmusic.edu.au) for such feedback to be incorporated into a future review.

## 7 Document Control

Approval Review	Details
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