

National Code Standard 10

INTERVENTION STRATEGY POLICY

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Overview

1. In accordance with the National Code and ESOS Act, the College will implement its intervention strategy in a number of circumstances, including:
 - 1.1. where a student is identified as being At Risk of not meeting the College's attendance requirements;
 - 1.2. where compassionate or compelling circumstances require such assistance.
2. The aim of the College's intervention policy is to design a support plan which meets the needs of individual students and addresses the problems they are experiencing so that they are able to get the most out of their study experience.

Activating the intervention strategy

3. The College's intervention strategy may be activated either by a student:
 - 3.1. seeking support from a trainer or one of the College's support staff; or
 - 3.2. being identified At Risk of not meeting the College's attendance and/or course progress requirements or experiencing compassionate or compelling circumstances.
4. In instances where a student is identified as being At Risk, a student will receive a letter from the College asking them to contact the relevant member of the Student Support Team to make an appointment to develop an intervention strategy to assist the student.

Development of intervention strategy

5. To ensure that an appropriate intervention strategy is developed, recommendations are sought from trainers who may make suggestions which they believe will benefit students at risk in their classes.
6. The particular strategy implemented will be decided upon between a member of College staff (such as the National Manager or a member of the College's support staff) and the student following consultation (if appropriate) with relevant trainers. In some cases, assistance and input may be sought from third parties such as welfare organisations.
7. Examples of some support and intervention strategies are listed further below.

Record keeping

8. A written report will be kept of the procedures, advice and assistance offered and/or provided to students and their outcomes. Progress will be monitored regularly by the responsible trainer and reported to the training co-ordinator. A regular meeting will be held with the student to monitor progress on the intervention strategy. An intervention strategy register is maintained by the College.

Privacy

9. When developing and implementing an intervention strategy, all staff should be mindful of the College's privacy policy and the need to keep student's personal details and information safe. As stated in the privacy policy, student's personal information is not disclosed to third parties other than in exceptional circumstances as set out in the privacy policy.

Examples of intervention strategies

10. These support /intervention strategies could include, but are not limited to the following options:
 - 10.1. English language support for oral and written comprehension
 - 10.2. Language, Literacy and Numeracy assessment where needs identified
 - 10.3. Assistance with academic skills such as research skills, understanding copyright laws and plagiarism, report writing, understanding and meeting assessment requirements
 - 10.4. Attending supplementary tuition classes
 - 10.5. Counselling with a member of the Student Support Team for assistance with personal issues affecting course progress
 - 10.6. Providing opportunities for re-assessment
 - 10.7. Being given the opportunity of changing courses
 - 10.8. Mentoring by the trainer or nominated student
 - 10.9. Referring to external organisations for assistance, e.g . counselling, “Beyondblue” depression services, migrant associations, religious organisations, etc.
 - 10.10. Reducing study and/or course loads
 - 10.11. Combination of above methods.

Related Forms

- Intervention strategy register

Related Policies

- Attendance Policy
- Compassionate and compelling circumstances policy
- Privacy Policy
- Expected duration of study policy
- Student complaints and appeals policy

Related Standards

- National Code Standard 6
- Standards for Registered Training Organisations 2015 – Standard 1 – Clause 1.7