

Student Support and Intervention Policy and Procedures

POLICY CODE: QA2.3 AND 2.4

Related Outcome Standard: 2.3 and 2.4

NATIONAL CODE OF PRACTICE FOR PROVIDERS OF EDUCATION AND TRAINING TO OVERSEAS STUDENTS 2018 (CTH). STANDARD 10

1. Purpose

The purpose of this policy is to ensure that Australian College of Management and Innovation provides appropriate academic and training support services to all VET students throughout their training and makes reasonable adjustments to accommodate students with disability. This supports equity, inclusion, course progress intervention, retention, and successful completion of training products.

2. Legislative Background

Outcome 2 – VET Student Support, Division 2 – Training Support, Standard 2.3 and 2.4, National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (Cth).

National code of practice for providers of education and training to overseas students 2018 (cth). Standard 10

3. Scope

This policy applies to:

- All VET students enrolled or intending to enrol at Australian College of Management and Innovation. The standard study period in this policy refers to the one study term as per the intake schedule.
- All staff involved in training delivery, assessment, support, and administration.
- Any third parties delivering services on behalf of Australian College of Management and Innovation.

4. Policy Statement

Australian College of Management and Innovation is committed to providing all VET students equitable access to training support services, academic staff, and learning resources throughout the student lifecycle to ensure timely academic assistance and to maximise participation and achievement. This policy supports ACMi compliance with Outcome Standards 2.3 and 2.4 by ensuring equitable training access and reasonable adjustment

In order to foster an inclusive and equitable training environment Australian College of Management and Innovation ensures:

- **All students have access to training support services** tailored to the individual needs of each student, including language, literacy, numeracy and digital literacy (LLND) support, study skills, and wellbeing referrals.
- **All students receive clear and timely communication** about how and when training support can be accessed, including consultation hours, digital platforms, referral options and any other queries raised by students.
- **All students get opportunities to disclose** any disability needs in a safe and confidential manner without any discrimination.

- **Reasonable adjustments implemented** that are purposeful and tailored to the identified disability needs while maintaining the integrity and requirements of the training product.
- Transparency in disclosing where adjustments are not possible due to regulatory or training product constraints as soon as practicable with documented justification.

Under Standard 8 of the National Code 2018 of Practice for Providers of Education and Training to Overseas Students 2018, Overseas students must make satisfactory course progress and, where applicable, attendance as a condition of their student visa.

At Australian College of Management and Innovation we understand and acknowledge that registered providers must:

- monitor the overseas student's course progress and attendance according to the requirements of their sector.
- identify and offer support to those at risk of not meeting course progress or attendance requirements.
- only extend the duration of an overseas student's enrolment in certain circumstances and advise them of potential impacts on their student visa.
- only deliver online learning following the online learning requirements for their sector.

This policy outlines the steps Australian College of Management and Innovation will take to ensure adherence to the above. All students enrolled/willing to enrol with Australian College of Management and Innovation are informed about the requirements to achieve satisfactory course progress and attendance requirements, where applicable before they begin a course. This is done by navigating the student through the website policies section and at orientation.

At Australian College of Management and Innovation we understand that the expected duration of study specified on the overseas student's Confirmation of Enrolment (CoE) must not exceed the Commonwealth Register of Institutions and Courses for Overseas Students Standard 8: Overseas Student Visa Requirements (CRICOS) registered duration for the course. This means that we will need to monitor the progress of overseas students to ensure they can complete the course within the expected duration specified on the CoE.

This policy aims to identify, notify, and assist overseas students who are at risk of not meeting course progress. At Australian College of Management and Innovation we shall ensure that there is sufficient evidence from the overseas student's assessment tasks, participation in tuition activities, or other indicators of academic progress, to indicate the overseas student is at risk of not satisfying these requirements.

This policy will also determine the point at which the overseas student has failed to meet satisfactory attendance or course progress requirements.

Australian College of Management and Innovation records and assesses the progress of each student for each unit and cumulatively at the end of each study period. A study period is defined as one study term as per the intake schedule.

Satisfactory progress is achieved when an international student completes the assessment requirements for each unit or cluster of units within the timeframes specified in the course timetable/information.

Where a student is identified at risk of not making satisfactory course progress, Australian College of Management and Innovation will contact the student and arrange a meeting with the Academic team to implement Australian College of Management and Innovation's intervention strategies as outlined later in this document.

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