

Intervention Strategy Policy

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Owner	RTO Manager
Approved By	Chief Executive Officer
Applicable Standards	National Code 2018 — Standards 8, 11 Outcome Standards 2025 — Standards 2.3, 2.6
Legislation	ESOS Act 2000 National Code 2018 Privacy Act 1988 (Cth)

1. Purpose

This policy establishes WEG's systematic approach to identifying and supporting students who are at risk of not meeting satisfactory course progress or attendance requirements, or who are experiencing personal circumstances that may affect their studies. WEG is committed to proactive, compassionate intervention before formal reporting obligations are triggered.

2. Scope

This policy applies to all enrolled students, with specific obligations for international students (student visa holders) regarding attendance and course progress monitoring under National Code 2018 Standards 8 and 11.

3. Identifying At-Risk Students

WEG monitors the following indicators to identify students who may require intervention:

- Attendance falling below 80% in any two-week period
- Non-submission or repeated failure of assessment tasks
- Course progress tracking indicating the student is unlikely to complete within the expected duration
- Student-initiated contact indicating personal, financial, or wellbeing difficulties
- Trainer or assessor concern raised through regular monitoring
- Non-payment of fees or financial hardship signals
- Changes in engagement, participation, or communication patterns

4. Intervention Process

4.1 Stage 1 — Early Alert (Informal)

Triggered when any at-risk indicator is first identified. The trainer or student support officer contacts the student informally (phone, email, or in person) to:

- Understand the reason for the issue

- Offer immediate support resources
- Agree on an action plan
- Document the contact in the student management system

4.2 Stage 2 — Formal Intervention (Written Notice)

Triggered if the issue persists after Stage 1 or if the risk of non-completion becomes significant. WEG will:

- Issue a formal written intervention notice to the student
- Outline the specific concern (attendance %, assessment results, etc.)
- Specify the support available and actions required from the student
- Set a review date (no longer than 4 weeks from the notice date)
- For international students: advise the student that continued unsatisfactory progress may result in a Notice of Intention to Report (NOITR)

4.3 Stage 3 — Notice of Intention to Report (International Students)

If an international student's attendance or course progress remains unsatisfactory after Stage 2 intervention, WEG will issue a Notice of Intention to Report (NOITR). The student has 20 working days to access WEG's complaints and appeals process before WEG reports to the Department of Home Affairs via PRISMS. During this period, the student's enrolment remains active. If no appeal is lodged or the appeal is unsuccessful, WEG will report through PRISMS.

5. Student Support During Intervention

WEG will ensure students at any stage of intervention have access to:

- Academic support and additional tutorial sessions
- Welfare and counselling referral services
- Financial hardship assistance information
- Referral to external support services (mental health, legal, housing)
- Information about deferral, suspension, or leave of absence options

Refer to WEG-POL-SSP-001 (Student Support Policy) for full details of available support services.

6. Attendance Monitoring

WEG monitors attendance for all students. For CRICOS courses, international students must maintain a minimum of 80% attendance per study period. Attendance is recorded each scheduled class session and reviewed fortnightly. Students consistently below 80% will be managed through the intervention stages above. Students with documented medical or compassionate circumstances may have absences approved by the RTO Manager.

7. Record Keeping

All intervention contacts, notices, action plans, and outcomes will be documented in the student management system (Axcelerate). Records will be retained for a minimum of seven (7) years post-completion. Attendance records will be retained for a minimum of three (3) years.

8. Related Documents

- WEG-POL-SSP-001 — Student Support Policy
- WEG-POL-DSC-001 — Deferral, Suspension and Cancellation Policy
- WEG-POL-CAP-001 — Complaints and Appeals Policy
- WEG-POL-ENR-001 — Enrolment Policy
- National Code 2018 — Standards 8 (Overseas student visa requirements) and 11 (Academic progress)
- Outcome Standards for RTOs 2025 (F2025L00354) — Standards 2.3, 2.6

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