Procedure Title

Student At Risk Procedure

Preamble

The Student At Risk Procedure forms a key component of Deakin College's overarching approach to supporting pathway students. It provides a structured framework for early identification and targeted intervention for students who may be at increased risk of poor academic outcomes.

Purpose

The purpose of the Student At Risk (SAR) Procedure is to enable the early identification of students who may be at risk of not achieving academic success and to facilitate timely support to address barriers and improve outcomes.

Scope

This procedure applies to all students enrolled in Deakin College courses across all Deakin College campuses, including domestic students, temporary residents, and overseas students.

Policy

Student Support Policy

This procedure also relates to:

- Academic Progress Policy;
- Attendance Policy;
- Equity and Diversity Policy;
- Assessment Policy;
- Recognition of Prior Learning Policy

Related Documentation

- Academic Skills Assessment
- Study Skills Online (Moodle site)
- Attendance Policy
- Attendance Procedure
- Student at Risk Timeline flowchart

Procedure

1. Responsibilities

1.1. The procedure applies to all Deakin College students, irrespective of campus.

1.2. The Admissions department are responsible for maintaining a record of incoming student cohorts identified for support. Including, students who self-identify as having a disability on their application form, and students issued a conditional offer. Admissions will record this information on the student database. Student cohort information is available to the Student and Academic Services department and Academic Manager for follow-up where applicable.

Melbourne Institute of Business and Technology Pty Ltd trading as Deakin College; ABN 11 074 633 668; CRICOS Provider Codes: Deakin College 01590J, Deakin University 00113B

1.3. Academic Services is responsible for collecting student cohort data following enrolment and providing information to students about the Deakin University Disability Resource Centre (DRC), including facilitating appropriate referrals.

1.4. The Academic Manager will ensure the student cohort with conditional offers and support needs are referred to support programs, such as, the Coaching for Success Program (CSP).

1.5. All teachers are responsible for contributing relevant data for students they teach via the SAR register.

1.6. Teachers are responsible for conducting one-to-one appointments with students.

1.7. Academic Coordinators are responsible for liaising with Unit Coordinators and teachers for briefing new academic staff on SAR procedures.

1.8. The Student Counsellor and/or Student and Academic Services Manager, the Campus Manager (Geelong) are responsible for contacting and interviewing students and for inducting new Student and Academic Services staff into SAR procedures.

1.9. The Academic Manager with the Student Learning Advisors are responsible for coordinating appropriate academic information for students identified as at Risk and for facilitating individual appointments for students where practical.

1.10. The College Timetabler is responsible for conducting formal attendance checks in accordance with the Attendance Procedure and notifying students who are identified as at risk for non-attendance via email.

1.11. Academic Services and the Academic Manager are responsible for regularly reporting non-attendance each trimester to relevant committees for at risk cohort outcomes.

1.12. At the end of trimester, the Academic Manager and Learning Advisors are responsible for implementation of the student Engagement and Action Plan (SEAP) Program.

2. Students at Risk Register

2.1. Students at Risk register is a working document updated by the relevant Academic and Student and Academic Services staff. Its function is not only to detail relevant students, but to prompt an action plan for the student. The action plan is made independently available, to be shared with staff who may not be granted access to the register itself.

2.2. The Coaching for Success Program managed by the Academic Manager and Student Learning Advisors also identifies students and contributes to the SAR register.

Melbourne Institute of Business and Technology Pty Ltd trading as Deakin College; ABN 11 074 633 668; CRICOS Provider Codes: Deakin College 01590J, Deakin University 00113B

2.3. The SAR register is filtered into three levels of support, for responses by the relevant staff:

- Academic
- Skill-Support &
- Welfare

3. Admission

3.1. The Admissions department attaches enrolment conditions to incoming students whose data dictates it.

3.2. Details of students identified are provided to the Student Counsellor and/or Student and Academic Services Manager and Academic Manager within the first two weeks of the trimester (NB Late enrolments are captured by a "sweep" in week 5).

3.3. The Student Counsellor and/or Student and Academic Services Manager classifies incoming identified students by default as Students at Risk and they comprise the initial register. A condition is placed on the student database identifying them.

4. Academic Skills Assessment

4.1. Students who do poorly (<70%) or fail to complete the Academic Skills Assessment are added to the register. These students are sent tailored support resources and offered one-on-one appointments with a Student Learning Advisor.

5. Individual action plans

5.1. Each student will receive targeted personalised communication to enable them to book an appointment with a Student Learning Advisor and access the College's support services. Students are supported by the Deakin College support team via action plans, counselling, workshops, telephone, online consultations or email contact.

5.2. Where a student has an Access Plan, this may be recorded in the Student at Risk register with the student's consent. Relevant academic staff will support the student in accordance with the Access Plan, ensuring that any information shared is handled appropriately and that the confidentiality of sensitive information is maintained at all times.

5.3. Students who seek support will receive academic counselling, which is recorded on the register.

5.4. Teachers are briefed on the Student at Risk process by the Academic Coordinator and Academic Manager referred to relevant resources. This process commences at the beginning of each trimester to ensure that Deakin College support staff are adequately trained on the administrative handling and implementation of Access Plans.

6. Personal contact

6.1. Any student who has not attended weeks 1 and 2, or enrolled within those weeks, is recorded. Communication is provided to the students to attend the Late Enrolment and Catch-up sessions, where new student information is provided.

Melbourne Institute of Business and Technology Pty Ltd trading as Deakin College; ABN 11 074 633 668; CRICOS Provider Codes: Deakin College 01590J, Deakin University 00113B

6.2. Teachers flag Students at Risk throughout the trimester, encompassing key risk indicators (engagement, submissions, independent learning, pastoral and wellbeing).

7. Updating student at risk profiles during trimester

7.1. The Student and Academic Services and Learning Support teams collate information gathered from teachers to update the Student at Risk register, including updating existing student profiles as well as identifying new Students at Risk.

7.2. Students who pose risk to their academic success, will be required to attend a face-to-face meeting and/or phone interview(s) with our Deakin College Support staff and/or a contracted teacher. These take place throughout the trimester.

7.3. Action plans are updated by the Deakin College Support staff who have met with/or spoken to the student. This could entail an academic intervention such as:

- an appointment with the Student Learning Advisor or Learning Mentor;
- issuance of a revision timetable/study planner;
- signposting to supplementary academic material;
- completion of an online program;
- follow-up where specific support from their Access Plan is being neglected; or
- a pastoral intervention such as liaising with their guardian (where applicable), a referral to the counselling service.

7.4. Where no face-to-face or telephone contact has taken place (i.e. student is not on the 'priority' list), the action plan may consist of regular email contact with the student.

7.5. Results are reviewed at the end of the trimester and ongoing students at risk identified, contacted and targeted for further intervention via the Student Engagement and Action Plan (SEAP) Program.

7.6. Students whose place on the register solely relates to poor attendance, will receive relevant attendance reminders and warning notices will be sent to the students' email. Overseas students on a student VISA enrolled in the Foundation Program, will have their attendance monitored as per the Deakin College Attendance Procedure.

8. Continuity

At the commencement of each trimester the College's Student at Risk process begins, with re-enrolling students whose data suggest they are still at risk subject to a new cycle of this procedure.

Status and Details

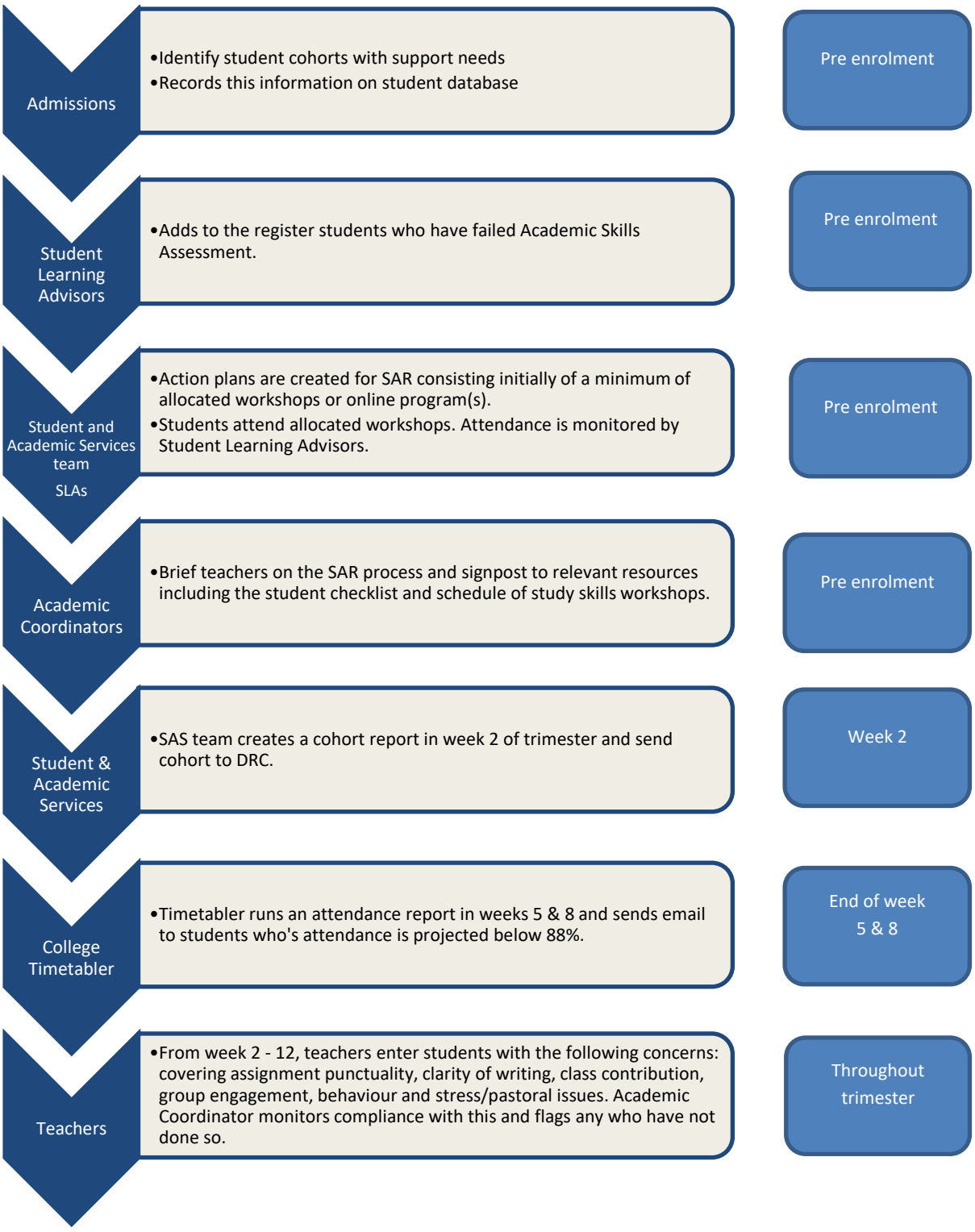
Identification	Student At Risk Procedure
Initial Issue Date	1/09/2018
Status	Current
Domain	Student and Academic Services

Melbourne Institute of Business and Technology Pty Ltd trading as Deakin College; ABN 11 074 633 668; CRICOS Provider Codes: Deakin College 01590J, Deakin University 00113B

Effective Date	9/11/2025
Review Date	30/12/2027
Approval Authority	Senior Management Group
Implementation Officer	Academic Manager(s)
Enquiries Contact	Gisella Mazzarino

Melbourne Institute of Business and Technology Pty Ltd trading as Deakin College; ABN 11 074 633 668; CRICOS Provider Codes: Deakin College 01590J, Deakin University 00113B

Student at Risk Timeline Flowchart



Melbourne Institute of Business and Technology Pty Ltd trading as Deakin College; ABN 11 074 633 668; CRICOS Provider Codes: Deakin College 01590J, Deakin University 00113B