

## ELICOS COURSE PROGRESS POLICY

<b>Applicability:</b>	All Staff and Students
<b>Contact Person:</b>	ELICOS Academic Manager Admissions Manager
<b>Original Issue date:</b>	June 2018
<b>Current Version approval:</b>	Jan 2020
<b>Next review:</b>	January 2021
<b>Related policies or procedures:</b>	Student Monitoring and Intervention Form Student Progress Record Sheet
<b>RTO:</b>	91781
<b>CRICOS Provider Number:</b>	03256G

### 1. POLICY STATEMENT

- 1.1 This policy applies to all ELICOS students enrolled in an English language course offered by NORTWEST. Course Progress of overseas students is monitored for compliance with the student visa conditions and reporting requirements under the Education Services for Overseas Students (ESOS), The National Code 2018.
- 1.2 In compliance with The National Code 2018, Standard 8, NORTWEST ensures that overseas students enrolled in registered English language courses abide by, and meet, the student visa conditions relating to course progress to ensure they are in a position to complete their course within the expected duration specified on the CoE.
- 1.3 NORTWEST is required under the ESOS framework to be proactive in notifying and counselling students who are at risk of failing to achieve satisfactory course progress and to report students who have not achieved satisfactory course progress.
- 1.4 NORTWEST ensures appropriate intervention and support is offered to those students at risk of not achieving satisfactory course progress and keeps a record of the intervention offered
- 1.5 Course progress is monitored by the use of assessments events such as skills tests, assessment activities and tasks. All students will be assessed regularly, preferably weekly, during the Study Period.
- 1.6 The course progress of all students will be assessed at the end of each Study Period. A record of each student's course progress will be maintained on the student management system.
- 1.7 Students will also be tested to assess readiness to progress to the next level of EAP or as an entry to a Vocational course. EAP students will complete tests to determine their proficiency for their next course.
- 1.8 The Academic Manager oversees all test and assessment marking in order to ensure consistency of marking. Results are entered into the College student management system.
- 1.9 Students are advised about course progress requirements verbally by their teacher on the first day of classes and throughout the course as required.

### 2. RESPONSIBILITIES

- 2.1 The CEO or nominated officer is responsible for the implementation of this policy and to ensure that staff and students are aware of the requirements and its implications.

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- 2.2 Administration Officers are responsible for the ongoing administration of this policy in relation to record keeping and analysing of the records in the student administration system and the subsequent notification actions to students.
- 2.3 The ELICOS Academic Manager is responsible for the support and counselling processes for students at risk of not achieving satisfactory course progress and for monitoring corrective action.

### 3. DEFINITIONS

- 3.1 **Satisfactory course progress:** Progress by an overseas student at a minimum of 50% pass or satisfactory grades of the learning outcomes which are assessed in tests and assessment tasks or activities undertaken for the duration of the course they are enrolled in.
- 3.2 **Unsatisfactory course progress:** Not successfully completing 50% of the course requirements, through assessment activities, described as the learning outcomes.
- 3.3 **Overseas Student:** A person who holds an Australian Student Visa and is an 'Overseas Student' as defined by the ESOS Act.
- 3.4 **DoHA:** Department of Home Affairs
- 3.5 **ESOS Act:** Education Services for Overseas Students Act 2000.
- 3.6 **The National Code:** Means the code of practice for registered providers and their registered courses in relation to overseas students and sets out the national standards required.
- 3.7 **PRISMS:** Provider Registration and International Student Administration System – the Government electronic system that holds CoEs and CRICOS data.
- 3.8 **Intention to Report letter:** Letter advising students that they have breached visa requirements and that they have 20 working days commencing the date of the letter before they will be reported for unsatisfactory course progress. Students are provided information on how to access the complaints and appeals policy in this letter. Students are provided with information on accessing student support services if they have compassionate or compelling circumstances.
- 3.9 **Student Administration System:** In-house student database where all data is recorded.
- 3.8 **Compassionate or Compelling circumstances:** Circumstances beyond the control of the student and which have an impact upon the student's course progress or wellbeing. NORTWEST will assess, at its discretion, grounds for determination based on supporting evidence, which may include:
- A serious illness or injury, where a medical certificate states that the student was unable to attend classes.
  - Bereavement of close family members such as parents or grandparents (documented evidence required.)
  - Major political upheaval or natural disaster in the home country requiring emergency travel.
  - A traumatic experience which may include: involvement in or witnessing of serious accident or crime and that these cases are supported by a psychologist's report.
  - These above are only examples of what may be considered compassionate or compelling circumstances. NORTWEST's staff will use their professional judgment to assess each case on its individual merits. Documentary evidence must be provided to support these claims and copies of these documents must be placed and kept on the student's file.

### 4. PROCEDURE FOR INFORMING STUDENTS ABOUT COURSE PROGRESS REQUIREMENTS

- 4.1 English language students are required to attend Student Orientation which is usually held in the week prior to the commencement of classes. This requirement and the date for Orientation is included in the Offer Letter. In addition, students will be sent an email detailing the venue and start

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time for Orientation prior to their arrival. During Orientation, students may be interviewed and undergo an arrival placement test. Students will receive their student ID cards and be provided with key information about the campus, course progress requirements and the support available to them.

**4.2 Letters of warning or other regarding course progress will include information about complaints and appeal processes such as:**

You have been assessed as not achieving satisfactory course progress, we are notifying you of our intention to report you the Department of Home Affairs (DoHA). You are able to access Northwest’s complaints and appeals process and you have 20 working days in which to do so.

**5. PROCEDURE FOR MONITORING COURSE PROGRESS**

- 5.1 Teachers will ensure that results are recorded for each assessment task on each student’s Progress Record Sheet (see Student Progress Record sheet).
- 5.2 Progress Record Sheets are designed to provide an at-a-glance overview of the student’s needs, starting point and progress throughout the course. They are kept in the class file (a folder, one for each class). When a student changes class, the teacher of the class into which the student moves is responsible for transferring the record sheet for that student. It is the responsibility of the teacher(s) marking each assessment to keep the record sheet updated.
- 5.3 Attendance is considered to have a significant effect on academic progress. Without time spent undertaking learning activities, progress in English language proficiency is unlikely.
- 5.4 Progress is monitored through weekly (skills) tests and the completion of assessment tasks such as speaking activities, a project, a writing activity or a portfolio.
- 5.5 If it appears that a student is not making reasonable progress (not successfully completing 50% of the course requirements described as the learning outcomes), the teacher should report the student to the Academic Manager, who will then discuss an intervention strategy with the student; for example, extra support that can be provided, and counselling about the potential outcome of having to stay in the same level for more than the normal duration, or not moving to the next level or next course.

**6. PROCEDURE FOR INFORMING STUDENTS ABOUT THEIR COURSE PROGRESS**

- 6.1 Learning outcomes for the relevant course and level are described in Student Progress Record Sheet for each assessment task or activity.
- 6.2 Feedback from the teacher, to each student, after each assessment event will mention the assessed learning outcomes and whether or not they were achieved.
- 6.3 Students will be identified as at-risk if they:
  - fail their Week 1 skills test, where applicable
  - have difficulty with their coursework
  - fail to do homework on a regular basis
  - fail to participate in class activities, and/or
  - score less than 65% overall at the end of the first module, or where deemed appropriate by the Academic Manager.

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## 7. **INTERVENTION STRATEGY and REPORTING PROCESS**

- 7.1** Prior to an Intervention Strategy being implemented, the Academic Manager, or designated staff member, will contact the student to arrange an interview with them as soon as possible to discuss the proposed strategy.
- 7.2** An Intervention Strategy will set out planned actions to assist the student to achieve satisfactory ELICOS Course Progress including, but not limited to:
- 7.2.1** recommendations that the student attend relevant academic skills programs;
  - 7.2.2** regular meetings between the student and the Academic Manager or other;
  - 7.2.3** assisting the student to access Northwest’s counselling service to receive assistance with any personal issues that may be affecting the student’s progress;
  - 7.2.4** pairing the student with an appropriate student mentor;
  - 7.2.5** requiring the student to meet specific attendance requirements; or
  - 7.2.6** requiring the student to repeat an ELICOS course.
- 7.3** An Intervention Strategy includes the commencement and concluding dates of the strategy and be accompanied by a course planner, indicating what is required to achieve satisfactory course progress and a course completion date.
- 7.4** An Intervention Strategy will begin when it has been signed and dated by the student to indicate their acceptance of the Intervention Strategy as a condition of their continued enrolment.
- 7.5** Where a student is un-contactable or refuses to accept a proposed Intervention Strategy, a formal record of this will be made on the student’s file. A student who is the subject of an Intervention Strategy is expected to:
- 7.5.1** take all possible steps to improve their academic performance, including using available academic and other support services;
  - 7.5.2** participate in the implementation of the Intervention Strategy;
  - 7.5.3** seek advice before signing an Intervention Strategy Form if they do not understand the implications including the implications for their expected course completion date.
- 7.6** In the event that a student is deemed by the Academic Manager to have not achieved satisfactory ELICOS Course Progress at the conclusion of an ELICOS Study Period and the student has been the subject of two consecutive Intervention Strategies, the student will be contacted to advise:
- 7.6.1** that they have failed to achieve Satisfactory ELICOS Course Progress despite the implementation of two consecutive Intervention Strategies;
  - 7.6.2** that Northwest is required to report the student to the DHA; and
  - 7.6.3** that the student has 28 days from the date of the letter to appeal the decision to report the student to the DoHA.
  - 7.6.4** that the student should seek to review Northwest’s Appeals policy where necessary. The student will also be advised that they may appeal externally to the Overseas Student Ombudsman when the internal appeal process is final and that their enrolment will be maintained.
- 7.7** Where action will be taken by NORTWEST, students are advised on their right to appeal as per the complaints and appeals policy.
- 7.8** All contact with students is documented by NORTWEST staff and notes made in the electronic Student Administration System. Where contact is not established and the student does not reply nor returns to NORTWEST for counselling or classes, reporting procedures will commence. A Critical Incident situation may apply so staff may follow those procedures accordingly.

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**7.9** All records of letters, meetings, intervention actions and related documents will be stored and filed in the Student Administration System.

## **8. RECORDS AND INFORMATION**

All documentation will be kept in the Student Administration System both in the main student file and electronically in the Student Administration System.

## **9. REFERENCES**

- Education Services for Overseas Students (ESOS) Act 2000
- Standard 8 of the National Code 2018

## **10. IMPLEMENTATION**

The Course Progress Policy and Procedure will be implemented throughout NORTWEST via:

1. Written agreement, ie, Letter of Offer
2. Orientation and Student Handbook
3. Inclusion on the NORTWEST website
4. An announcement notice emailed to all students and staff when changes are made
5. Verbal reminders from trainers and staff

## **REVISION HISTORY**

Revision	Date	Description of modifications
1	June 2018	Original
2	Jan 2019	Update version umber
3	Jan 2020	Annual review