

<b>Institution</b>	Universal English
<b>Policy Name</b>	Course Progress Policy and Procedure

## 1. Scope

This Policy applies to all prospective and current students at Universal English (UE) and the staff who are involved in monitoring and reporting student course progress.

## 2. Purpose

This policy and related procedure relate to international students and to the monitoring of their course progress and the consequent procedures for reporting to the Department of Home Affairs (DoHA) for unsatisfactory performance.

## 3. Regulatory Alignment

This Policy is created and implemented to comply with the regulatory requirements informed in the:

- Education Services for Overseas Students Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018): Standard 6 Overseas Student Support Services; Standard 8 Overseas Students Visa Requirement
- ELICOS National Standards 2018: Standard 3 Teaching ELICOS; Standard P4 Assessment of ELICOS Students; Standard P6 ELICOS Specialist Staff

## 4. Definitions

- 4.1 **Course performance:** weekly assessment results as the student progresses through the course.
- 4.2 **Unsatisfactory course progress:** Where a student has achieved scores of 49% or under for four consecutive weeks in their assessment results.
- 4.3 **Satisfactory course progress:** Where a student has achieved an average of 50% or more in their assessment results in a term.
- 4.4 **Study Period:** UE uses 'term' to define a study period. The term duration, usually a contact period of twelve (12) weeks, is considered a study period.
- 4.5 **Student Teacher Coaching:** One-on-one "Student Teacher Coaching" is conducted in weeks 5 and 11 of every term. Each session is a chance for teachers to meet with each student individually. The objective is to create a plan for individual learning, set learning goals and to actively reflect on the student's learning achievements. During the sessions, teachers provide individual guidance and feedback and gauge whether students are maintaining satisfactory course progress. If they are not, the teacher will inform the Academic Manager.

## 5. Policy

- 5.1 UE will adopt a proactive approach to monitoring students' course progress and notifying and counselling students who are at risk of failing to meet the accepted course progress

requirements. Students who persist in failing to meet course progress requirements – even after attempts by the college to notify and counsel them through the intervention strategy – shall be reported to DET and Department of Home Affairs in accordance with the National Code of Practice 2018 and ELICOS Standard 2018 C.1.1k

- 5.2 This policy and procedure will be made available to students through the student orientation guide and college website.
- 5.3 UE reasons that course progress is closely linked to students' active participation in in-class learning and assessment activities, and completion of assessments. Teachers will provide information on assessment requirements, conditions and other relevant information.
- 5.4 Each student's weekly assessment results shall be recorded on the Student Record Sheet (SRS).

## **6. Procedure**

### **Course Progress Monitoring**

- 6.1 After placement in new class, the receiving teacher confirms level suitability and informs the Academic Manager within the first week if a student's English skills are not appropriate for the level.
- 6.2 Teachers conduct weekly assessments and keep records of student's assessment results on each student's "Student Record Sheet" (SRS).
- 6.3 In weeks 5 and 11 of each term, *Student Teacher Coaching* is carried out and students' assessment results are reviewed, and course progress is assessed. If a student is showing *unsatisfactory course progress*, the teacher will notify the Academic Manager.
- 6.4 The Academic manager will arrange a course progress meeting with students.
- 6.5 At the meeting, the students will be asked how they are performing and why they feel they are achieving results of 49% or lower. Course intervention strategies will be discussed and recommended to the student (see table below for intervention strategy examples).
- 6.6 The "Course Progress Meeting Form" will be completed and signed by the student and Academic Manager. A copy will be given to the student and the original will be filed in the student course progress folder. The student's teacher will be advised about the student's progress and expectations. The student will be advised that they are expected to achieve 50% or greater average in assessment results before the next *Student Teacher Coaching* session (6 weeks) otherwise they may be reported for *unsatisfactory course progress*.
- 6.7 The teacher will closely monitor assessment results on a weekly basis and inform the academic manager if progress is not being made according to the signed "Course Progress Form". If a student is not achieving *satisfactory course progress* within 4 weeks, steps 5-7 of the above process will be repeated. If a student is still not showing *satisfactory course progress* in two terms in the same level, the student will be reported for *unsatisfactory course progress*.
- 6.8 Students studying 6 weeks or less will have their assessment results monitored by the teacher every two weeks to ensure they are achieving 50% or above. If student is not, teacher will advise Academic Manager.

**Intervention Strategy Options\***

<b>Intervention Strategy</b>	<b>Action taken by</b>	<b>Followed up by</b>
Provide extra learning assistance to the student	Main teacher	Academic Management
Ask the student to attend Pronunciation club etc.	Academic Management	Academic Management
Move the student to a lower level	Academic Management	Academic Management
Set achievable goals/targets with the student	Main teacher / Academic Management	Academic Management
Extra time to complete assessments	Main teacher	Academic Management
Make appointment with student counsellor	Academic Management	Academic Management

\*This is not a conclusive list and other intervention strategies may also be used

**Notice of Intention to Report**

6.9 If the student is unable to demonstrate satisfactory course progress at the end of the second study period by achieving 50% (or greater) average in assessment results after intervention strategies, the student will be issued a Letter of Intention to Report for Unsatisfactory Progress.

6.10 The notice will inform the student that he or she is able to access the college’s complaints and appeals process as per ESOS Standard 8 (Complaints and Appeals) and that the student has 20 working days in which to do so. A copy of this letter is retained within the student’s file. If the student does not successfully appeal, the student will be reported for failing to meet satisfactory course progress.

**Reporting of student’s breach of visa conditions via PRISMS**

6.11 If the Student chooses not to access the complaints and appeals processes within the 20-working day period, withdraws from the process, or the process is completed and results in a decision supporting the college, the college will notify the Secretary of DET through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

6.12 Copies of all outcomes and notifications related to the appeal process are kept on the student’s file in accordance with UE’s Complaints and Appeals Policy.

**Version History**

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

<b>Responsible Officer</b>	Academic Manager
<b>Implementation Officers</b>	Student Support Officer, ELCIOS teachers

<b>Review Date</b>		19 July 2024	
<b>Approved by</b>			
Managing Director			
<b>Associated Documents</b>			
Attendance Monitoring Policy and Procedure Complaints and Appeals Policy and Procedure International Student Handbook Student Support Services Policy and Procedure			
<b>Version</b>	<b>Brief Description of the changes</b>	<b>Date Approved</b>	<b>Effective Date</b>
4.1	<ul style="list-style-type: none"> <li>Formatted the document by updating the section headings</li> <li>Added the Scope section</li> <li>Added the Regulatory Alignment section</li> <li>Added the Version History</li> </ul>	19 July 2024	19 July 2024