

# Monitoring Student Course Progress and Course Duration Policy and Procedures

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References and Legislation	Education Services for Overseas Students Act 2000 (Cth); The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code) The Privacy Act 1988 (Cth)		
Related Documents	Attendance Policy and Procedures ELSIS Complaints and Appeals Policy and Procedures Student Code of Conduct English Language School in Sydney Student's Orientation Manual English Language School in Sydney Student Support Services Policy and Procedures		
Version	Change description	Approved	Effective Date
2.0	Reviewed and updated 6/05/2020	Principal Executive Officer 29/10/2020	29/10/2020
2.1	Reviewed and updated to align with National Code requirements	Principal Executive Officer 12/05/2021	19/05/2021

## 1. Purpose

The purpose of this Policy and Procedure is to support English Language School in Sydney (ELSIS) staff and students in monitoring overseas student course progress and to ensure the student is in a position to complete the course within the expected duration specified on their COE in line with legislative requirements relating to overseas Student Visas in Australia.

## 2. Scope

This Policy applies to students enrolled in and studying at ELSIS under Student Visa Conditions. The Policy articulates the monitoring and recording of overseas students' course progress within the expected duration specified on their COE as they apply to international students in compliance with the ESOS National Code Standard 8.

## 3. Policy

Before starting their course at ELSIS, students are informed of the requirements necessary to achieve satisfactory course progress. This information must also be given to the students during the student Orientation process. All relevant information is included in the ELSIS Orientation Guide and is outlined in the ELSIS terms and conditions of enrolment and the ELSIS Application form.

#### **4. Passing and Failing Grades to assess Course Progress**

Student progress is determined by grades attained for summative and formative assessments.

- The students' progress in the General Intensive English Course is monitored after each testing period every 6 weeks
- The students' progress in the IELTS Course is monitored after each mock test which is administered every 3 weeks
- The Students progress in the Cambridge Exam Preparation Courses is monitored after each mock test which is administered every 3 weeks.
- The student progress in the PEAP Course is monitored in weekly summative assessments.
- The Students progress in the EAP Course is monitored in summative assessments and tests commencing in week 3 of the course.
- Formative assessments occur throughout each ELSIS course on a weekly basis.

##### **4.1 General Intensive English (Beginner to Advanced) 2-84 weeks- progression to a higher level Course Code: 054514E**

- The grades of C (Satisfactory), B (Good), and A (Excellent) are regarded as having met course progress requirements.
- The grade of D (Minimal Pass) is a failing grade. This grade is regarded as not having met course progress requirements.

##### **4.2 Preparation Course for the International English Language Testing System (IELTS) Upper-Intermediate 2-24 weeks Course Code: 096284M**

- The grades of C (Satisfactory), B (Good), and A (Excellent) are regarded as having met course progress requirements.
- The grade of D (Minimal Pass) is a failing grade. This grade is regarded as not having met course progress requirements.

##### **4.3 Cambridge Exam Preparation Courses-Progression to a higher level Course Code: 096284M, CEE (2-36 weeks) Course Code: 068411G, PET (10-12 weeks) Course Code: 062240D, FCE (10-12 weeks) Course Code: 063235D, CAE (10-12 weeks)**

- The grades of C (Satisfactory), B (Good), and A (Excellent) are regarded as having met course progress requirements.
- The grade of D (Minimal Pass) is a failing grade. This grade is regarded as not having met course progress requirements.

##### **4.4 Preliminary English for Academic Purposes (PREAP) Progression to EAP 1 Course Code: 098573G**

- The minimum grade of B (Good) is a passing grade, where the student intends their next course of study to be at the level of EAP 1 (Entry-level: IELTS 5.0 or equivalent). This grade is regarded as having met course progress requirements.
- The grade of A (excellent) is a passing grade, where the student intends their next course of study to be at the level of EAP2 (Entry level: IELTS 5.5 or equivalent).

- The grade of C (Satisfactory) and D (Minimal Pass) are failing grades and are regarded as having not met Course Progress requirements.

#### **4.5 English for Academic Purposes 1 (EAP1) Progression to Certificate IV and Diploma Vocational Courses**

**Course Code: 058166K**

- The minimum grade of B is a passing grade, where the student intends their next course of study to be at the level of Certificate IV or Diploma Vocational Courses (Entry level: IELTS 5.5 or equivalent). This grade is regarded as having met course progress requirements.
- The grades of C (Satisfactory) and D (Minimal Pass) are failing grades and are regarded as having not met Course Progress requirements.

#### **4.6 English for Academic Purposes 2 (EAP 2) Progression to bachelor's degree**

**Course Code: 058166K**

- The minimum grade of B (Good) is a passing grade if the student intends their next course of study to be at the level of a bachelor's degree (Entry level: IELTS 6.0 or equivalent) and is regarded as having met course progress requirements.
- The grades of C (Satisfactory) and D (Minimal Pass) are failing grades and are regarded as having not met Course Progress requirements.

#### **4.7 English for Academic Purposes 2 (EAP 2) Progression to master's degree**

**Course Code: 058166K**

- The minimum grade of A (Excellent) is a passing grade if the student intends their next course of study to be at the level of a master's degree (Entry Level: IELTS 6.5 or equivalent) and is regarded as having met Course Progress requirements.
- The grades of B (Good), C (Satisfactory), D (Minimal Pass) are failing grades and shall be regarded as having not met Course Progress requirements.

### **5. Progression Between ELSIS Courses:**

#### **5.1 Progression from General Intensive English (GIE)**

- Students can progress from GIE to IELTS if they are studying at an intermediate level and have achieved an A grade in week 6 summative assessments or studying at an upper-intermediate level.
- Students can progress from GIE to PET if they are studying at a pre-intermediate level and have achieved an A grade in week 6 summative assessments or studying at an intermediate level.
- Students can progress from GIE to FCE if they have completed an intermediate level or studying at an upper-intermediate level
- Students can progress from GIE to CAE if they have completed an upper-intermediate level or studying at an advanced level.
- Students can progress from GIE to PEAP if they are studying at an intermediate level
- Students can progress from GIE to EAP1 if they have completed 12 weeks in intermediate and have achieved an overall grade of A.
- Students can progress from GIE to EAP2 if they have completed 12 weeks in upper-

intermediate and have achieved an overall grade of A.

## 5.2 Progression from Cambridge Preparation Courses

- Students can progress from PET to IELTS upon successfully completing the course (grades A, B, or C).
- Students can progress from FCE to EAP1 upon completing the course with a grade of C or B.
- Students can progress from FCE to EAP2 upon completion of the course with a grade of A.
- Students can progress from CAE to EAP2 upon successfully completing the course (grades A, B, or C).

## 5.3 Progression from IELTS

- Students can progress from IELTS to FCE if they have met course progress requirements.
- Students can progress from IELTS to EAP1 if they have completed 12 weeks with an overall B grade.
- Students can progress from IELTS to EAP2 if they have completed 12 weeks with an overall A grade.

## 6. Monitoring Student Progress and Intervention Strategy

- Teachers will monitor the progress of each overseas student to ensure the overseas student can complete the course within the expected duration specified on the overseas student's COE and meet the conditions of their student visa.
- Student progress is assessed at the end of each unit (each week) and by grades attained for summative and formative assessments. The student will be considered at risk of not meeting course progress if:
  - Teachers identify the student as having ongoing difficulty with coursework
  - The student fails to do homework regularly
  - Class attendance is poor, and the student has missed over 80% of lessons
  - The student has missed tests and failed to submit assessments.

Where a student is identified at risk of not progressing within the first three weeks of commencing a course, the teacher will inform the course coordinator or DoS. The relevant ELSIS Course Coordinators are responsible for the implementation of the Course Progress and intervention strategies.

- The Coordinator will issue ***Student Progress: 'At Risk' Warning Letter***, and the teacher will meet with students to identify any possible compassionate and/or compelling circumstances affecting their study and determine if the student needs counseling, academic, or other professional support. The teacher will report back to the coordinator, who will recommend support services. Strategies may include but are not limited to:
  - one on one tutoring and dedicated extracurricular support
  - specific in-class/homework.
  - work tasks focusing on areas of the student's needs
  - class change.
  - welfare support
- *The Course Coordinator will enter outcomes into the 'Diary' section of RTO Manager, and*

*teachers will enter progress notes in the 'Diary' section each week. Student progress will be monitored for the duration of their CoE.*

- If a student fails to attend and participate in academic support services in weeks four and five of their course, the student will be issued the second progress warning letter **Student Progress: Notice to Report to Course Coordinator**. All students sent this letter are required to meet with their Course Coordinator, who will:
  - Ask the student to explain the reasons for their lack of academic progress.
  - Remind the student of the Student Visa condition, which requires them to progress in their course.
  - Warn students that unsatisfactory course progress will be reported to DHA (Department of Home Affairs), which may result in the cancellation of their Student Visa and decide if they are to be placed on a Student Learning Contract. A learning contract is a written agreement between the school and the student to ensure that certain learning activities are undertaken to achieve progress within the expected duration specified on the CoE.
  - The learning contract is renewed each week and continues for the duration of the CoE.
  - Learning contracts are scanned and saved in the student document centre on RTOM.
- Students who breach the terms and conditions of the learning contract at any time will be issued a **Course Progress: Letter of Intention to Report to DHA**.
- Students identified as having Unsatisfactory Course Progress will be issued an *Intention to Report Letter* generated by Student Services notifying them of ELSIS's intention to report them to DHA via PRISMS for Unsatisfactory Course Progress. The letter will be given to teachers to pass on to the student. The student will also be notified by email.
- The student will be informed of their right to submit an Internal Appeal against being reported within 20 working days (four calendar weeks) of receiving the letter.
- A student file note will be entered in the 'Diary' section in RTO Manager, indicating that the documents were issued. The DOS/ADOS will be notified of the action
- All students sent this letter are required to meet with the DOS or ADOS to discuss their circumstances.
- Students have 20 working days to access the school's Complaints and Appeal Process to provide documentary evidence of compelling and compassionate circumstances.
- A student will be subject to being reported for unsatisfactory course progress if:
  - they have made unsatisfactory course progress and failed to participate in the Intervention Strategy
  - their overall attendance falls below 70% for their course either before the end of their course enrolment or on completion of their course enrolment
  - they fail to respond to communications from ELSIS concerning their unsatisfactory progress.
- If the student does not submit an Internal Appeal within 20 days or submits an Appeal but subsequently withdraws from the Appeal process, Student Services will report the student to DHA, via PRISMS, for unsatisfactory Course Progress.

**6.1. ELSIS will only report unsatisfactory course progress if:**

- The internal and external complaints processes have been completed, and the decision or recommendation supports ELSIS, or
- The overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, or
- The overseas student has chosen not to access the external complaints and appeals process, or
- The overseas student withdraws from the internal or external appeals processes by notifying ELSIS in writing.

**6.2. Student Appeal/ Intervention Strategy**

- Should the student decide to Appeal, and it is upheld in their favour, an Intervention Strategy will be activated, and they will be placed on a **Student Learning Contract**.
- Should the student accept the terms and conditions of the Student Learning Contract, they will be required to:
  - maintain a level of academic performance that will enable them to complete their course satisfactorily
  - attend a meeting with their Course Coordinator to identify any personal issues affecting their course progress and/or attendance
  - accept a referral to additional professional support if required
  - sign a Learning Contract with their Course Coordinator in cooperation with the class teacher at the end of each week for the duration of their CoE.
- A student file note will be entered in RTO Manager to document the meeting's outcome and, if applicable, the content of the Learning Contract.
- The Student, class Teacher will sign the Learning Contract and Course Coordinator and scanned and uploaded it into RTO Manager by the Coordinator at the end of each class week. If the student is absent and unable to sign, the procedure will be completed as above, with the student noted as absent on the contract.
- A student with documentary evidence of compelling and/or compassionate circumstances must still maintain at least a satisfactory level of Course Progress that will enable them to complete their course within the duration of their COE.
- If the student Appeals and is unsuccessful or does not lodge an Appeal within the 20 working days, ELSIS will report their inadequate Course Progress to DHA.

**6.3 Internal Appeal**

- Should the student apply for an Internal Appeal during the prescribed 20 days, it will be processed and assessed in accordance with ELSIS Complaints and Appeals Policy and Procedures within 10 working days.
- The student will be informed that they are expected to maintain their course progress for the duration of the Appeal process.
- The Internal Appeal will be assessed by the DOS/ADOS against the identified National Standards grounds for appeal:
  - A failure by ELSIS to properly inform the student of the attendance/course progress requirements, policy, and procedures

- A failure by ELSIS to properly record the student's attendance/course progress and/or properly implement its policy
  - Compassionate and/or compelling circumstances.
- The student will be provided an opportunity to meet with the DOS/ADOS and be supported in the meeting by a person of their choice.
- If it is decided that the Appeal should be upheld, the student will not be reported and will be notified by Student Services of the outcome by issuing an *Appeal Outcome Letter*. The letter will also outline the conditions under which the student is to be granted the Internal Appeal. These conditions will be entered in the *Appeal Outcome Letter* by the DOS/ADOS.
- If the decision is to reject the Appeal, the DOS or ADoS will instruct Student Services to prepare a letter informing the student of the decision and the grounds for that decision.
- A student file note will be entered in the 'Diary' section in RTO Manager by Student Services to document the outcomes.

#### **6.4. External Appeal**

- The *Appeal Outcome Letter* will also inform the student of their entitlement to access the External Appeal Process if they are not satisfied with the outcome of their Internal Appeal and provide information on the means of making an Appeal to the Overseas Students Ombudsman.
- Students will be given 20 working days to make this decision. They will be informed that no action will be taken to implement the decision to report the student until any potential External Appeals process has been completed.
- A student file note will be entered in the 'Diary' section in RTO Manager to document that the letter has been issued, and the DOS/ADOS will be notified of the action.
- If, after the 20 days, the student has failed to submit an External Appeal, Student Services will report the student to DHA, via PRISMS, for unsatisfactory attendance/course progress.
- If the student submits an External Appeal and if it is upheld, the student will not be reported.
- Should the student submit an External Appeal which the Overseas Students Ombudsman rejects, the student will be reported via PRISMS. Student Services will enter a note in the Diary section of the RTO Manager stating the Appeal outcome and all supporting documents uploaded to the 'Documents' section.

#### **6.5. ELSIS will only report unsatisfactory course attendance and or / course progress if:**

- The internal and external complaints processes have been completed, and the decision or recommendation supports ELSIS
- The overseas student has chosen not to access the internal complaints and appeals process within the 20 working-day period
- The overseas student has chosen not to access the external complaints and appeals process
- The overseas student withdraws from the internal or external appeals processes by notifying ELSIS in writing.



**6.5.1. ELSIS may decide not to report a student for breaching course progress requirements if:**

- The student is still attending at least 70 percent of the scheduled course contact hours and:
- The student provides genuine evidence demonstrating that compassionate or compelling circumstances apply.

## **7. Course Duration**

The completion of a student's course within the expected duration identified in international students' Confirmations of Enrolment (COEs) plays an important role in ensuring the integrity and quality of the education provided to those students and in maintaining the integrity of immigration policies, regulations, and procedures relating to international student visas.

### **7.1 Allowable extensions of course duration**

Effective monitoring and documentation of student progress and effective intervention strategies play essential roles in ensuring that these standards and integrity are maintained.

ELSIS will ensure that:

- students complete their courses within the duration specified on their confirmation of enrolment (COE)
- extensions to that time are limited to circumstances and reasons relating to:
  - compassionate or compelling circumstances
  - intervention in the case of unsatisfactory course progress and attendance
  - cases of approved deferment and or suspension of enrolment.
- Should a student have documented evidence of compassionate and compelling circumstances that prevent them from completing their course within the specified duration, for example, on referral to professional assistance where a student is advised that they are unfit to attend classes for a significant period on medical/psychological grounds, the student:
  - can submit a Leave of Absence Application for the identified period
  - if approved, any consequential actions such as a temporary Suspension of Enrolment and an extension of Course duration and CoE will be implemented.
- A student with documentary evidence of compelling or compassionate circumstances must still maintain at least 70% overall attendance and academically complete the course within the expected duration specified on their COE.
- If the student's circumstances make this unlikely, the student is offered the option of:
  - deferring or suspending studies in accordance with ELSIS Deferment, Suspension, or Cancellation of a Student During Enrolment Policy and Procedures, which complies with Standard 9 of the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students*.
- All variations to a student's enrolment will be recorded, along with documentary evidence, in the student's file in RTO Manager and PRISMS.