

# Monitoring Student Course Progress and Course Duration Policy and Procedures

Policy Category	Academic		
Document Owner	EL SIS Principal Executive Officer		
Responsible Officer	Director of Studies		
Review Date	October 2022		
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 EL SIS Complaints and Appeals Policy and Procedures Student Code of Conduct English Language School in Sydney Students' Orientation Manual English Language School in Sydney Student Support Services Policy and Procedures		
<b>Version</b>	<b>Change description</b>	<b>Approved</b>	<b>Effective Date</b>
2.0	Reviewed and updated 29/10/2020	Principal Executive Officer 29/10/2020	29/10/2020

## 1. Purpose

The purpose of this policy and procedure is to assist English Language School in Sydney (EL SIS) 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, EL SIS under Student Visa Conditions. This 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

**3.1** Prior to the commencement of their course at EL SIS, students are informed of the requirements necessary to achieve satisfactory course progress and attendance. This information must also be given to the students during the student Orientation process. All relevant information is included in the EL SIS Orientation Guide, and is outlined in the EL SIS terms and conditions of enrolment and in the EL SIS Application form.

### 3.2 Monitoring Student Progress and Duration

3.2.1. Teachers, Course Coordinators and Student Services must monitor the progress of each overseas student to ensure the overseas student is in a position to complete the course within

the expected duration specified on the overseas student's COE and to meet the conditions of their student visa.

- 3.2.2. The expected duration of study specified in the overseas student's COE must not exceed the CRICOS registered duration.
- 3.2.3. The relevant ELSIS Course Coordinators are responsible for the implementation of the Course Progress and intervention strategies.
- 3.2.4. Students who are identified as having difficulty, as evidenced through their assessment tasks, participation in academic activities and other indicators of academic progress must be offered a range of support options.
- 3.2.5. Student Course Progress is determined by grades attained for summative and formative assessments.

#### **4. Passing and Failing Grades for the purpose of assessing Course Progress**

##### **4.1. General Intensive English Course**

- The minimum grade of B is a passing grade, where a student may progress to the next level of study. Grade B (Good) is regarded as having met Course Progress requirements.
- The grades of, C (Satisfactory), D (Minimal Pass) are failing grades, where the student cannot progress to the next level of study. These grades are regarded as not having met Course Progress requirements.

##### **4.2. Preliminary English for Academic Purposes (PREAP) Progression to EAP 1**

- The minimum grade of B (Good) is a passing grade, where the student is intending their next course of study to be at the level of EAP 1. 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.

##### **4.3. English for Academic Purposes 1 (EAP 1) Progression to Certificate IV and Diploma Vocational Courses**

- The minimum grade of B is a passing grade, where the student is intending their next course of study to be at the level of Certificate IV or Diploma Vocational Courses. 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.

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

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

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

- The minimum grade of A (Excellent) is a passing grade if the student is intending their next course of study to be at the level of a master's degree 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. Intervention Strategy for Students Who Fail to Progress within Specified Duration on COE**

Students whose course progress declines before the end of their course enrolment are notified in writing by Student Services. These letters are given to teachers to pass on to their student. The student is also notified by email.

### **5.1 Warning letters are as follows:**

**5.1.1 Student Progress: 'At Risk' Warning Letter** - Students identified as 'at risk' of not completing their course within the expected duration specified on their COE.

- to identify any possible compassionate and/or compelling circumstances affecting their study
- to determine if the student is in need of counselling, academic or other professional support.

- Strategies may include but are not limited to:

- one on one tutoring
- specific in class/homework tasks focusing on areas of student need
- class change.

Outcomes are entered into the 'diary' section of RTO Manager.

**5.1.2. Student Progress: Notice to Report to Course Coordinator** - instructs students to improve their level of academic progress.

- All students sent this letter are required to make an appointment 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 the student is to be placed on a Student Learning Contact.

### **5.1.3. Course Progress: Letter of Intention to Report to DHA**

- Students identified as having Unsatisfactory Course Progress must be issued an *Intention to Report Letter* generated by Student Services to notify 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 is also notified by email.
- The student must 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 is 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 make an appointment with the DOS or ADOS to discuss their circumstances.
- Student who believes they should not be reported 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.
- At that time, if the student has not submitted an Internal Appeal, or has submitted an Appeal but has subsequently withdrawn from the Appeal process, Student Services will notify the Registrar who will report the student to DHA, via PRISMS, for unsatisfactory Course Progress

### 5.2. 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.

### 5.3. Student Appeal/ Intervention Strategy

- Should the student decide to Appeal, and it is upheld in their favour, an Intervention Strategy must 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 satisfactorily complete their course:
  - attend a meeting with their Course Coordinator to identify any personal issues affecting their course progress and/or attendance.
  - accept 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.
- A student file note is entered in RTO Manager to document the outcome of the meeting and, if applicable, content of the Learning Contract.
- The Learning Contract is signed by the Student, class Teacher and Course Coordinator and scanned and uploaded into RTO Manager by the Coordinator at the end of each class week. If the student is absent, and therefore unable to sign, the procedure is 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 it is unsuccessful, or if they do not lodge an Appeal within the 20 working days, ELSIS will report their inadequate Course Progress to DHA.

### 5.4 Internal Appeal

- Should the student apply for an Internal Appeal during the prescribed 20 days, it must be processed and assessed in accordance with ELSIS ESOS National Code Standard 10 Policy and Procedures on Appeals, within 10 working days.

- The student will be informed that they are expected to maintain their class attendance/ 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 to 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 are to 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.

### **5.5. 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 and 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 notify the Registrar who 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 is rejected by the Overseas Students Ombudsman, the student will be reported via PRISMS. A note will be entered by Student Services in the Diary section of RTO Manager stating the Appeal outcome, and all supporting documents uploaded to the 'Documents' section.

### **5.6. 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

EL SIS in writing.

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

- The student is still attending at least 70 per cent 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.

EL SIS must 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 be able to 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 on PRISMS.