

ELICOS Course Progress Policy and Procedures

1. Rationale

To provide students and staff at Ozford English Language Centre (Ozford) with guidelines on dealing with student's course progress and ensure that students complete within expected duration.

Satisfactory academic progress is necessary for students to complete their qualification or course within the expected duration. Students must demonstrate they are improving their language ability through participating regularly in class and completing scheduled course activities, homework and assessment tasks.

2. Scope

This policy applies to all Ozford English Language Centre (Ozford) staff and students on student visa.

Student enrolment must be longer than 10 weeks to ensure there is sufficient study time with Ozford for a fair assessment of the student's progress to be made. If a student's enrolment is less than 10 weeks, student is enrolling into a non-compulsory study period.

3. Policy

- 3.1 Every effort will be made to proactively assist students to achieve satisfactory course progress and complete the course within expected duration.
- 3.2 All students are expected to take responsibility for their own learning and behavior.
- 3.3 Every student is expected to adhere to the requirements of this policy and the requirements of Ozford English Language Centre with regard to completion and submission of assessment.
- 3.4 Students not satisfying these requirements will be notified and proactively supported.
- 3.5 Students will be counselled and advised that if course progress does not improve to satisfactory levels then their enrolment may be cancelled.
- 3.6 Course progress will be monitored by teachers and ELICOS Coordinator. Teachers are required to keep appropriate records and to undertake assessments in a timely fashion to enable effective monitoring of student progress and the implementation of all procedures.
- 3.7 Ozford may only extend the duration of the student's study as a result of:
 - compassionate and compelling circumstances,

- where an intervention strategy is being implemented or
- where an approved deferment has been granted.

3.8 Except in the circumstances set out in this policy, the student's course duration will not exceed the CRICOS registered duration.

3.9 All variations are recorded on the student file and reported in PRISMS.

4. Definitions

4.1 **'Unsatisfactory course progress'** is defined as failing to pass at least 70% of assessment tasks across all four macro skills for the duration of the student's course.

4.2 **'Satisfactory course progress'** is defined as passing at least 70% of scheduled assessment tasks across all four macro skills for the duration of the student's course.

4.3 **Pass** for assessment tasks is 50%

4.4 A **'study period'** is defined as the duration of the student's course.

4.5 'CRICOS' is the Commonwealth Register of Institutions and Courses for Overseas Students

4.6 'PRISMS' is the Provider Registration and International Students Management System

5. Procedures to Record, Monitor and Assess Course Progress

5.1 All Ozford English language courses have been developed in compliance with the National standards for ELICOS providers and courses.

5.2 All teachers receive an induction and updates in respect to the delivery and assessment.

5.3 All students are advised at commencement of the course of the assessment processes.

5.4 The student will complete all required assessment tasks and submit for assessment.

5.5 Students receive weekly feedback from their teachers regarding updates on their assessment results and progress. Students may at any time approach their teacher for informal feedback on their course progress.

- 5.6 All assessment results will be recorded on assessment records and electronic reports by teachers on a weekly basis. Teachers are required to keep appropriate records and to undertake assessments in a timely fashion so as to be able to monitor students' progress.
- 5.7 Student course progress is monitored on a fortnightly basis. Teachers are also expected to proactively support students regularly if students are identified as at risk of failing a unit. When students are identified who are at risk of not having satisfactory course progress, an intervention strategy is implemented.

Academic Counselling

- 5.8 During Academic Counselling, students are counselled on strategies to improve their performance, and a range of intervention strategies or other support strategies will be developed as required. A Unit Completion Plan (UCP) is implemented if required.
- 5.9 **Intervention Strategies** include, but are not limited to:
- i. where appropriate, advising students on the suitability of the course in which they are enrolled
 - ii. assisting students by advising of opportunities for the students to be successful in assessments they had previously failed
 - iii. **student counselling/support strategies**
 - a. Improving Attendance
 - b. Completing and submitting assessments on time
 - c. Asking for more help from Teacher
 - d. Organising meeting with Teacher
 - e. Reviewing Study skills/techniques
 - f. Reviewing organisational/time management skills
 - g. Providing additional English Language support
 - h. Referral to Welfare Officer for counselling or referral to external provider
 - i. Referral to Financial Officer to discuss a payment plan for payment of fees, or referral to job placement officer to find employment
 - j. Other strategies negotiated with the student
 - k. Recommending tutoring outside class hours.
 - l. Setting up follow up meetings

Unsatisfactory course progress warning letter

- 5.10 Course progress will be determined mid-way through the course. Students will receive a report with a statement of students' results for all assessments undertaken during the study period and a teacher's comment. This report is assessed to determine whether or not the student has satisfactory course progress.
- 5.11 If the student does not have satisfactory course progress, the student will be notified in writing that they are at risk of breaching their visa requirements and an intervention meeting is required.

Intent to Report

- 5.12 At the end of five weeks after the first warning letter is issued, the results for the study period will be reviewed as well as progress in respect to the intervention strategy.
- 5.13 Students who have failed to pass 70% of assessment tasks five weeks after the first warning letter is issued, will be issued with an Intention to Report letter. The letter will clearly state that the student can appeal the matter using the Complaints and Appeals Policy within 25 working days (20 working days' notice period plus 5 working days for postage) of the letter being issued.

Appeal

- 5.14 Students have the right to access the Complaints and Appeal Policy and procedure at no charge to the students. Please refer to the Complaints and Appeals Policy and Procedure for further information.
- 5.15 The following matters must be lodged as a formal appeal within 20 working days of notification in order to be considered by Ozford:
- Deferral of commencement, suspension or cancelling a student enrolment outcome
 - Intention to report the student for unsatisfactory course progress (applicable to international students only)
 - Non achievement of unit competency.
- 5.16 The student's enrolment will be maintained while the complaints and appeals process is ongoing.

Report and Notification of Student

- 5.17 25 working days after the Intention to Report letter is issued and if the student has not accessed the Complaints and Appeals process, or the student withdraws from the Complaints and Appeals process, or if the Complaints and Appeals process is completed and results in a decision supporting the College, Ozford will notify the Department of Education and Department of Home Affairs through PRISMS, as soon as practicable, of the student not achieving satisfactory course progress.

FIRST WARNING: UNSATISFACTORY COURSE PROGRESS

(Date)
(Student Name)
(Address)

Dear *(Student name)*,

Subject: **UNSATISFACTORY COURSE PROGRESS**

I am writing to issue a WARNING for Unsatisfactory Course Progress.
For the study period DD/MM/YYYY to DD/MM/YYYY you have failed to pass at least 70% of your assessment tasks and have therefore not met the minimum academic requirements to move to the next English language level. You are therefore at risk of making unsatisfactory course progress.

In orientation you were informed of the following requirements for making satisfactory course progress.

‘Unsatisfactory course progress’ is defined as failing to pass at least 70% of assessment tasks across all four macro skills for two successive study periods.

‘Satisfactory course progress’ is defined as passing at least 70% of scheduled assessment tasks across all four macro skills for the duration of the course.

Pass for assessment tasks is 50%

The following intervention procedures have been implemented:

- Student has been counseled on strategies for improving course progress.
- The student has been placed on a study contract for five weeks.
- The student has been informed that a second warning letter will be issued, if satisfactory course progress is not made, five weeks after the first warning letter is issued.

Please be aware that if you fail to improve your course progress within the five weeks after the first warning letter is issued, Ozford has an obligation to report you to Department of Home Affairs for unsatisfactory course progress and your visa cancelled.

At any point in the future, if you have any questions or feel that you are unable to make satisfactory course progress for any reason, please arrange an appointment with the ELICOS Coordinator immediately.

Yours sincerely

ELICOS Coordinator
Oxford English Language Centre

INTENTION TO REPORT FOR UNSATISFACTORY COURSE PROGRESS

(Date)
(Student Name)
(Address)

Re: Warning of Ozford English Language Centre's intention to report (Student name) to Department of Home Affairs via PRISMS for UNSATISFACTORY COURSE PROGRESS.

Dear (Student name)

Your enrolment with Ozford English Language Centre began on (Date). During orientation, you were informed of the student visa requirements.

You were identified as at risk of making unsatisfactory progress at the end of your course (date to date) at which point you had failed to meet the minimum academic requirements to move to the next English language level.

1. At risk meeting for unsatisfactory course progress on (Date). You were counseled on the requirements for satisfactory progress, provided helpful study tips and strategies and placed on a study contract.
2. Warning Letter issued (Date). At this point you were advised that if you did not achieve satisfactory course progress after five weeks, you would receive a letter of Ozford English Language Centre's intent to report you for unsatisfactory course progress.

You have now been assessed as making unsatisfactory course progress for your current enrolled course. In accordance with the Ozford Course Progress Policy, I must now inform you of Ozford English Language Centre's intention to report you to Department of Education (DoE) for unsatisfactory progress.

If you think there are reasons why you should not be reported, you may appeal against the provider's decision using the Complaints and Appeals process. The appeal must be in writing and addressed to the ELICOS Coordinator. You have 20 working days from the date of this letter to make your appeal. During this time (and if you choose to make an appeal, while your appeal is being considered) you must continue to attend classes and work towards completing course requirements. In the event no appeal is made 20 working days after the date of this letter, you will receive a Section 20 letter informing you of the cancelation of your enrolment at Ozford English Language Centre and you will be reported to Department of Home Affairs via PRISMS for unsatisfactory course progress.

If you require more information as to how this action by the Ozford English Language Centre may affect your visa status, please contact your local Department of Home Affairs office or phone the helpline on 131881.

If you wish to discuss this matter further, please make an appointment with the ELICOS Coordinator. You can bring a friend with you if you wish.

Yours sincerely,

ELICOS Coordinator
Ozford English Language Centre