Universal English College

Course Progress Policy and Procedure

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1. PURPOSE

1.1 The purpose of this document is to set out the policy and procedure adhered to by Universal Education Centre Pty Ltd (trading as Universal English College and UEC and herein referred to as "the College") and its staff with respect to students' course progress and completion of courses within the expected duration. This policy particularly refers to students enrolled in a CRICOS registered course on a Student Visa.

1.2 The core principle of this policy is to confirm that the college will ensure it takes all reasonable measures to comply with all legislative and regulatory requirements, such as those set out in the ESOS framework, including those requirements relating to course progression by overseas students set out in Standard 8 of the National Code 2018.

1.3 In its engagement with and support of international students, the College prioritises the protection of the rights of potential and current international students as well as protection of the reputation of the College and of the Australian international education industry as a whole.

2. SCOPE

2.1 This document applies to all staff and students in the College.

3. DEFINITIONS

3.1 *Compassionate or compelling circumstances*: are generally those circumstances beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- 3.1.1 serious illness or injury, where a medical certificate states that the student was unable to attend classes for a stated period of time;
- 3.1.2 bereavement of close family members such as parents or grandparents;
- 3.1.3 major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- 3.1.4 a traumatic experience which could include:
  - a) involvement in, or witnessing of a serious accident; and
  - b) witnessing or being the victim of a serious crime.

  and this has impacted on the student for a (these cases should be supported by police or psychologists' reports)

3.2 *Course progress:* the measure of advancement within a course towards the completion of that course, within the nominated course duration, irrespective of whether course completion is identified through academic merit or skill-based competencies.

3.3 *Delegated college representative* refers to a College team member that has been allocated a specific task to complete as part of their duties.

3.4 *Intervention strategy* may include actions such as:

- 3.4.1 advising the student of available study skills workshops, academic counselling, English language support or other support the College may offer;
- 3.4.2 provision of extra activities, class or home work;
- 3.4.3 requiring the student to meet regularly with a College staff member/s to review their progress, before the end of the next study period;
- 3.4.4 changing their enrolment to another level or course if this is agreed between the student and College;

3.4.5 requiring the student to submit assignments or complete assessments within a certain timeframe;

3.4.6 requiring the student to attend a minimum percentage of classes or attend make-up classes;

3.4.7 referring the student to other support services that may be relevant, e.g. counselling for personal issues, appropriate medical services, housing services, or financial counselling services;

3.4.8 considering a period of deferment or temporary suspension of studies;

3.4.9 putting a written intervention plan in place with the student to confirm the steps they are required to take, which may include participating in some of the above actions.

3.5 *Satisfactory course progress*: For ELICOS students, 'not making satisfactory course progress' is defined as failing to show improvement over two consecutive study periods. In such cases, students will be issued with a written warning regarding progress. Should this continue to a third consecutive term, a Notice of Intent to Report will be issued. However, due to the variable manner in which individual students develop English language proficiency and the fact that ELICOS programs do not culminate in the provision of an AQTF certification, where a student is deemed to be making a genuine effort and is meeting the minimum attendance requirements, they will receive academic counselling, but no Notice of Intent to Report will be issued.

3.6 *Scheduled course contact hours*: the hours for which students enrolled in the course are scheduled to attend classes.

3.7 *Study period*: is a discrete 10-week period of study within a course.

4. POLICY STATEMENT

4.1 As a provider of education and training courses to international students studying in Australia, the College must monitor the course progress of international students.

4.2 The progress of each student is monitored, recorded and assessed by the College.

4.3 The College must have documented course progress policies and procedures.

4.4 The College assesses the course progress of each student throughout and at the end of each study period.

4.5 Where the College has assessed a student as being *at risk* of not meeting satisfactory course progress, the College will develop and initiate an intervention strategy with the student.

4.6 Where the College has assessed a student as not meeting satisfactory course progress *for the second study period*, the College will develop and initiate an intervention strategy with the student.

4.7 Where the College has assessed a student as not meeting satisfactory course progress *for the third consecutive study period*, the College will inform the student in writing of its intention to report the student, and that he or she is able to access the College's complaints and appeals process within 20 working days.

4.8 Reporting a student for unsatisfactory course progress occurs only when the student has been identified as not making satisfactory course progress in three consecutive compulsory study periods, and the student has not made a successful appeal against this assessment.

4.9 The College will notify the Secretary of the Department of Education through PRISMS of the student not achieving satisfactory progress after the appeals process (if actioned) is finalised and upholds the College's decision to report.

4.10 If a student is identified for a third, but not consecutive, study period as not making satisfactory course progress, the College is not required to report the student for unsatisfactory course progress but will develop and initiate an intervention strategy with the student.

4.11 In cases where this Policy cannot be applied due to the short duration of the student's enrolment, only the ELICOS Attendance Policy and Procedure will be applied.

5. PROCEDURE

Monitoring and Recording Course Progress

5.1 UEC ELICOS teachers are responsible for:

- 5.1.1 Ensuring each student has participated in their lessons;
- 5.1.2 Recording student's attendance in scheduled classes;
- 5.1.3 Identifying any student who may be in need of support or intervention;
- 5.1.4 Working with students and relevant staff to provide appropriate intervention when required;
- 5.1.5 Reporting any agreed intervention strategy and its result to the Academic Manager – ELICOS or delegated college representative to be noted in the student file; and
- 5.1.6 Referring any issues pertaining to a student who is not making satisfactory progress to the Academic Manager – ELICOS or delegated college representative.

5.2 The UEC ELIOCOS teacher is responsible for recording the assessment results of each student after each assessment activity, and is responsible for recording those in a Record of Assessment document. This is to be sent to the Academic Manager – ELICOS or delegated college representative at the end of each session.

Assessing Course Progress

5.3 If, when reviewing student results for the session, a UEC ELICOS teacher identifies a student as being at risk of not achieving satisfactory course progress, the teacher will inform the Academic Manager – ELICOS or delegated college representative.

5.4 When dealing with a student who is at risk of not achieving satisfactory course progress, the College will:

- 5.4.1 Ensure the student is treated fairly and openly;
- 5.4.2 Maintain student confidentiality and privacy except as required by law;
- 5.4.3 Ensure appropriate information will be made available to the student identified at risk of not achieving satisfactory course progress;
- 5.4.4 Ensure the student has access to learning and other support services as appropriate; and
- 5.4.5 Ensure equity, consistency, transparency and natural justice principles are observed.

5.5 The Academic Manager – ELICOS or delegated college representative will confirm the student's course progress by reviewing Records of Assessment and/or discussing with the teacher.

5.6 If the Academic Manager – ELICOS or delegated college representative confirms the student is at risk of not achieving satisfactory course progress, they will inform the student in writing that they may be reported to the Department of Home Affairs if they do not maintain satisfactory course progress.

5.7 The Academic Manager – ELICOS or delegated college representative may invite the student to discuss an appropriate intervention strategy to assist them in maintaining satisfactory course progress.

5.8 Copies of all communication with the student are maintained on the student's file.

Unsatisfactory Course Progress

5.9 Once a student is assessed as not achieving satisfactory course progress in a second study period, they will be notified in writing. The Academic Manager – ELICOS or delegated college representative will require the student to attend a meeting to identify the reasons for the unsatisfactory course progress and to agree upon an appropriate intervention strategy. A support person, if required, may accompany the student at the meeting.

5.10 Once agreed upon, the student will be required to confirm their acceptance of the intervention strategy in writing.

5.11 The Academic Manager – ELICOS or delegated college representative will inform all relevant stakeholders of the intervention strategy and ensure that it is implemented.

5.12 Once a student is assessed as not achieving satisfactory course progress in a study period *for the third consecutive study period*, they will be notified in writing. This notification will specify the reasons for the intention to report. The Academic Manager – ELICOS or delegated college representative will inform the student of its intention to report the student to the Department of Home Affairs for unsatisfactory course progress. The student is also informed that that he or she is able to access the College's complaints and appeals process within 20 working days. The student may appeal on the grounds of:

- 5.12.1 The College has failed to record or calculate their course progress accurately,
- 5.12.2 Compassionate or compelling circumstances, or
- 5.12.3 The College has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

5.13 The student's enrolment is maintained until any appeal process is finalised.

5.14 Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.

- 5.14.1 If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress, the College will not report the student, and there is no requirement for intervention.
- 5.14.2 If the appeals process shows that the student has not made satisfactory course progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the student through an intervention strategy as agreed upon with the Academic Manager – ELICOS or delegated college representative, and the College will not report the student.

5.15 Where the student's appeal is unsuccessful, the Academic Manager – ELICOS or delegated college representative will inform the student in writing of the outcome and the associated reasons for the decision. The Academic Manager – ELICOS or delegated college representative will also inform the student in writing that they have the right to make an external appeal to an independent complaints and appeals body (Commonwealth Ombudsman) within 7 working days. The student's enrolment is maintained until the 7 working days deadline expires or the external appeal process is completed.

5.16 Once all appeal options have been exhausted and have found in favour of the College, the Academic Manager – ELICOS or delegated college representative, will notify the Department of

Education through PRISMS as soon as practicable of the student not achieving satisfactory course progress. The notification will include the following information:

5.16.1 The day the student's studies are terminated (whether or not the termination takes effect on that day); and

5.16.2 The last day of the student's studies; and

5.16.3 The student's residential address (in Australia and also overseas), phone number and email address.

5.17 Copies of all communication with the student are maintained on the student's file.

6. RESPONSIBILITIES

6.1 The Academic Management Unit is responsible for the implementation of this policy and procedure.

7. REVISION HISTORY

Date	Version	Description of modifications	Approved by
15.03.24	2.0	Reformatting of version 2.0 to new template	Dan Wortley