

Course Monitoring Policy and Procedure for ELICOS



1. Purpose

Course Monitoring Policy will ensure that all students' course progress is monitored and students are given every opportunity to achieve the required progress for each they are enrolled in. The students are required to attain at least 50% in each assessment.

2. Scope

This policy is designed for potential or current students who are willing to enrol or enrolled in one of the ELICOS courses within the scope of the Institute. The ELICOS Academic Manager / Director of Studies (DOS) is responsible for monitoring the procedures outlined in this policy and ensure compliance at all times. All Trainers and Assessors as well as Administration staff who are involved in delivering and administering ELICOS courses must also adhere to this policy.

3. Relevant standards, acts ad legislations

The policy supports 'Standard 10-monitoring Course Progress' of the National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007', Standard 8 of The National Code of Practice for Providers of Education and Training to Overseas Students 2018 and Standard P3-Teaching ELICOS and Standard P4- Assessment of ELICOS students of the ELICOS standards 2018.

Definitions

Term	Definition
Satisfactory Course Progress	Means obtaining a HD the student had a High distinction overall with more than 80% success. A result C (Credit) means the student achieved 70%-79% and a P for those who pass with 50%-69%. An overall score under 50% will be consider as N (Fail).
'At Risk'	Student not meeting satisfactory course progress requirements
'Intervention'	It is a process for supporting students who, because of poor academic results, are identified as being at risk of failing to make satisfactory course progress
'Unit of Competency'	Subject that student will study in the qualification
'Special Consideration'	This term is used when a student who is experiencing significant difficulties or anticipates that he/she will have, in meeting assessment requirements due to serious illness or psychological condition, loss or bereavement, hardship or trauma, applies to have those factors considered in the determination of variation to assessment requirements or other special arrangements for learning and assessment.
Attendance	It is face to face contact with a trainer/assessor or equivalent attendance as approved by both the Training Manager and CEO

Course Monitoring Policy and Procedure for ELICOS



Term	Definition
DIBP	Department of Immigration and Border Protection

4. Policy

The policy statement is outlined below:

The ELICOS provider ensures to:

- A. Monitor, record and assess the course progress of each student for each unit of the course for which the student is enrolled in accordance with the registered provider's documented course progress policies and procedures.
- B. Have and implement appropriate documented course progress policies and procedures for each course, which must be provided to staff and students, that specify the:
 - a. Requirements for achieving satisfactory course progress
 - b. Process for assessing satisfactory course progress
 - c. Procedure for intervention for students at risk of failing to achieve satisfactory course progress
 - d. Process for determining the point at which the student has failed to meet satisfactory course progress; and
 - e. Procedure for notifying students that they have failed to meet satisfactory course progress requirements
- C. Assess the course progress of the student in accordance with the registered provider's course progress policies and procedures at the end point of every study period.
- D. The registered provider must have a documented intervention strategy, which must be made available to staff and students, that specifies the procedures for identifying and assisting students at risk of not meeting the course progress requirements. The strategy must specify:
 - a. procedures for contacting and counselling identified students
 - b. strategies to assist identified students to achieve satisfactory course progress; and
 - c. the process by which the intervention strategy is activated
- E. Implement the intervention strategy for any student who is at risk of not meeting satisfactory course progress requirements. At a minimum, the intervention strategy must be activated where the student has failed or is deemed not yet competent in two consecutive assessment.

Course Monitoring Policy and Procedure for ELICOS



5. Procedure:

The following procedures will ensure that all students' course progress is monitored and students are given every opportunity to achieve the required progress for each course they are enrolled in. Course progress is monitored after every consecutive assessment as explained under the course curriculum. The student is required to attain at least 50% in each assessment.

Course of Study	Grade needed to meet academic requirement in each assessment
General English (Elementary to Advance) (52 weeks)	50%
English for Academic Purpose I (10 weeks)	50%
English for Academic Purpose II (10 weeks)	50%

A student who does not achieve at least 50% for study assessment shall be considered in breach of the satisfactory course progress requirement and action shall be taken as listed in the table below.

The following procedures outline a process to ensure that students are made aware and given opportunities to rectify the situation at the following stages:

- Notified when close to falling below the required course progress for the assessment
- 1st Warning when falling below the required course progress.

GE Summative Assessments	EAP Summative Assessments	Grade	Action
Summative Assessment on week 3,4,6,8, and 10	Summative Assessment on week 3	60%	No Action.
Summative Assessment on week 13,14,15, 16, 18 and 20	Summative Assessment on week 4	45% (less than 50%)	1 st Warning. Intervention strategy is developed.
Summative Assessment on week 23,24,25, 26, 28 and 30	Summative Assessment on week 6	49% (less than 50%)	Breach recorded Letter. Student can appeal the decision.

Course Monitoring Policy and Procedure for ELICOS



Summative Assessment on week 35,36,37,38, 40 and 42	Summative Assessment on week 8	If 49% (less than 50%)	Suspension
		If 51%	No action

Where students have been identified as at risk of failing to meet satisfactory course progress, all possible efforts shall be made to ensure that the student is given the opportunity to rectify their position, but where this is not possible their non-compliance of this requirement must be reported to the appropriate government agencies.

The following procedures ensure course progress records are accurately kept and monitored for all students enrolled within each course. It allows for early detection of poor academic results and provides the Institute and the students with an opportunity to rectify the situation before reporting the failure to achieve satisfactory course progress requirement to the appropriate government agencies.

All staff are to be made aware of the requirements of this policy through induction, regular meetings and updates and continuous improvement practices. Students are made aware of the satisfactory course progress requirements through enrolment processes and throughout the program.

Procedure- Recording Student Course progress

The student's academic results shall be recorded using the Student Management System. All students shall be deemed 'Competent (C)' or 'Not Yet Competent (NYC)' after completion of all assessment activities relating to each unit within the qualification they are enrolled.

All assessment activities shall be conducted by qualified trainers / assessors using the Institute's assessment tools/methods and recording processes as required.

It is the responsibility of each individual trainer to ensure that all assessment decisions are reported to student administration through the submission of all assessment records as each assessment is undertaken. As each assessment decision is made the trainer will ensure the 'Student Academic Folder Checklist' is completed to summarise the student's progress within the student file. As each assessment decision is recorded the student file is to be submitted to student administration for data entry. All academic results are entered in to the Students Records Management System by Student Administration.

Students Records Management System calculates the projected satisfactory course progress for the term, based on the total number of units that are required to be assessed and the outcome of these assessments.

It is the Administration Manager's responsibility to ensure the Students Records Management System remains up to date and is monitored as described below.

Course Monitoring Policy and Procedure for ELICOS



Procedure - Monitoring Student Course progress

The Administration Manager will monitor student course progress via the Students Records Management System and action, as required, any student whose satisfactory course progress is at risk of falling below the required level.

The CEO will also regularly monitor student's satisfactory course progress regularly and shall be informed of any student at risk of breaching satisfactory course progress requirements.

1st Warning Letter

When a student's projected satisfactory course progress falls below 50% for a single assessment, the Administration Manager shall issue a '1st Warning Letter' (See Appendix A). This letter will indicate that the student must contact the Institute to organise an appointment with Academic Manager to discuss their poor academic performance and develop strategies or plan to ensure that they stay above the 50% academic progress requirement for the following assessment.

The intervention strategy is instigated at this stage. At the meeting the student is to be informed of their progress requirements and an individualised intervention plan for support is to be set in place for the student. Refer to the 'Intervention & Extending Course Duration Policy & Procedure'.

The letter will also remind the student that failing to achieve the required satisfactory course progress in two consecutive terms will be deemed to be in breach of Student Visa requirements and will be reported to the appropriate government agency(s).

In all cases where the student does not respond to written communication within 5 business days, the Administration Manager will attempt to contact the student via telephone. If contact is still not made, then Administration Manager will inform the Compliance Manager and CEO, and gain approval to issue a breach recorded letter or take appropriate action in regards with student's enrolment.

Intervention Strategy

The Intervention strategy is developed, agreed and implemented as per the *Intervention & Extending Course Duration Policy & Procedure*.

Breach Recorded Letter

When a student's projected satisfactory course progress falls below 50% for 2 consecutive assessments, the Administration Manager shall issue a 'Breach Recorded' (Appendix B) letter indicating that they have failed to be deemed Competent in more than two consecutive completed assessments. The student is to be informed that because of their unsatisfactory course progress they are going to be reported to DIBP for unsatisfactory course progress in their course of study.

Course Monitoring Policy and Procedure for ELICOS



The student must also be informed of their ability to access the complaints and appeals process to appeal this decision and have 20 business days to do so.

If the student does not initiate an appeal or complaint process within 20 days, the report shall be submitted to DIBP via PRISMS.

Where a student accesses the appeals process (by following the processes outlined in the Complaints and Appeals Policy and Procedure) and is able to provide evidence of extenuating circumstances that prevented them from maintaining satisfactory course progress, the supporting evidence must be maintained on the student's file and the projected academic records adjusted accordingly. Where a student is able to provide evidence that the satisfactory course progress records are incorrect they will also be adjusted accordingly and action taken to prevent such errors re-occurring.

The student's projected satisfactory course progress will be adjusted and re-calculated so that it can be determined whether any further warning letters or action needs to be implemented in line with this policy and procedure. The student shall be notified in writing of the outcome of the appeal and their revised satisfactory course progress, along with any warning letters corresponding to their satisfactory course progress rate.

Where a student's appeal is not successful they will be notified in writing of the outcome and informed that the breach of satisfactory course progress requirements will be reported.

All letters, records, and notes on any communications surrounding the student's course progress shall be maintained on the student file.

Procedure - Reporting Breach of Student Academic Progress

Students will have 20 business days from the date the 'Breach Recorded' letter is processed to appeal the decision by accessing the Complaints and Appeals Policy and Procedure. If they do not choose to use this option, then they shall be reported as indicated.

It is the responsibility of the CEO to report the student's breach within 5 business days of the student's appeal period expiring and inform the student of the report via the 'Breach Reported' (Appendix D) letter.

A copy of all letters, details of any phone calls made, any reports from meetings or any other communication with the student in relation to the appeal are to be maintained in the individual student file.

Ensuring Integrity of the Data

To ensure the integrity of the satisfactory course progress data and records the CEO shall regularly review a sample of the satisfactory course progress records to verify the data included in the 'Student Management System' is accurate.

Course Monitoring Policy and Procedure for ELICOS



The CEO shall use the 'Student Data (Academic Progress) Integrity Checklist' (Appendix C) and review the following documents to ensure the data is consistent and accurately recorded between each document:

- Student Assessment results from Student Management Database
- Individual Student Academic Folder Checklist
- Intention to Report Register

The review of this data shall occur for a sample of 10% of currently enrolled students and will occur at the end of each academic term.

If discrepancy found in the 'Student Data (Academic Progress) Integrity Checklist', CEO will have to list out the discrepancy and indicate the actions need to be taken in order to rectify it immediately and to ensure that it will not occur again in the future. The actions to be taken by CEO including meeting with the relevant personnel, provide first / final warning as well as other actions, for example termination of employment.

The completed 'Student Data (Academic Progress) Integrity Checklists' will be maintained by the CEO.

6. Relevant Policies and Procedures

- Enrolment Policy and Procedures
- Privacy Policy and Procedure
- Complaint and Appeals
- Attendance Monitoring

7. Forms and documents

- Appendix A: Unsatisfactory Course progress 1st warning letter
- Appendix B: Unsatisfactory Course progress breach recorded letter
- Appendix C: Student data Integrity Checklist