

Student Course Progress Monitoring Policy and Procedure - ELICOS

Purpose

This policy is in place to ensure that staff and students are aware of their responsibilities concerning course progress and completion within expected course duration. Northwest Pty Ltd monitors student's course progress to identify, intervene and offer appropriate student support services to those at risk of not meeting satisfactory course progress in their respected study enrolment, as per requirements of *ESOS National Code 2018 Standard 8* and *ELICOS Standards 2018 C1.1, P3.1, P4.1 and P4.2*.

Scope

This policy applies to all ELICOS (General English) students and staff involved in the promotion, recruitment, admissions, teaching, student support services and the management or administration of the ELICOS courses.

Policy

This policy defines the requirements for students to achieve the learning outcomes of the ELICOS course(s) they are enrolled and the intervention strategies for those failing to meet such requirements.

Student progress will be monitored through formative and summative assessments, teacher feedback and teacher/student consultations. In order to ensure satisfactory student course progress Northwest Pty Ltd will record and monitor progress for each course level for which the student is enrolled. Assessment are weekly formative activities covering listening, speaking, reading and writing, vocabulary and grammar skills. The tasks are clearly listed in the prescribed syllabus and the individual teachers' daily lesson plan. The overall weekly test marks will be recorded in the Student Progress spreadsheet.

Procedure

1. Results recording

The ELICOS course consists of General English (Elementary, Pre-Intermediate, Intermediate and Upper-Intermediate and Advanced). Each level comprises of 10 weeks with 20 contact hours per week without breaks. Students will be assessed through the weekly formative assessment based on different language skills in the General English course. There will also be 6 summative assessments from week 3 to week 10. The teachers will record the assessment marks in the student progress spreadsheet on a weekly basis.

The spreadsheet will show in a progressive manner the course progress for each student in each level of the course in which the student is enrolled. The report will also be maintained on Student Management System (Axcelerate).

At the start of each study block, teachers will be provided a results spreadsheet with the assessment tasks and the weightings to record student scores. Teachers will be required to record the results no later than the next day of the assessments. The

spreadsheet will be securely kept for the ELICOS Academic Manager to access any time where needed.

2. Regular course progress review

At the beginning of weeks 5 and 10, teachers conduct course progress consultation sessions with students. Students will be provided with the progress report which indicate their observed strengths and weaknesses through class and assessment performance and the areas to focus on. The learning outcomes, assessment rubrics, assessment tasks and students' performance on the tasks will be used as the tools for the consultation sessions.

3. Intervention strategy

Students identified as 'at-risk' by their teacher will be reported to the Academic Manager during the weeks before the first consultation sessions, that is, weeks 3-5 (Stage 1) or if they received an overall grade of below 65% or above 65% with any component (skillset – reading, listening, writing or speaking) less than 60% at the end of their 10-week course (Stage 2).

Stage 1 at-risk

- 1) Students will be identified as Stage 1 at-risk if they:
 - have difficulty in understand the learning activities
 - have difficulty with their homework
 - fail to do homework on a regular basis
 - fail to engage in the class activities
 - score less than 65% after the first 5 weeks of study
 - score above 65%, but fail to achieve over 60% in one or more skillset/component
- 2) Students identified as Stage 1 at-risk will have the same week 5 course progress consultation session as the other students. On the consultation, Stage 1 at-risk students will complete an Intervention Strategy Plan. The Plan needs to be agreed by student and teacher and approved by the ELICOS Academic Manager.
- 3) The intervention strategy may include extra-curriculum classes, additional assignments, independent learning resources or identification and referral to student support services such as Student Welfare Counsellor.
- 4) The Stage 1 at-risk student progress will be monitored during the second half of the study block.

Stage 2 at-risk

- 1) Students will be identified as Stage 2 at-risk if they receive an overall grade of below 65% at the end of their 10-week course or score above 65% but fail to achieve over 60% in one or more skillset.
- 2) Stage 2 at-risk student will be identified by the teachers by the end of week 10.
- 3) Stage 2 at-risk student will have the consultation session with the teacher to review the course progress in week 10 and then be referred to the ELICOS Academic Manager on the same day.
- 4) The ELICOS Director of Studies/Academic Manager will have the formal meeting with the students to discuss their course progress, pathway, progression implications and course extension. The ELICOS Academic Manager will then refer

the matter to the Administration Manager confirming that the student is required to repeat the level.

- 5) Upon the agreement of the student and approval of the Director of Studies, the case will then be referred Form to Admissions team to process the re-enrolment of the student. A new Letter of Offer and Student Agreement will be issued to the student.

4. Unsatisfactory course progress

- 1) Student will be considered as making unsatisfactory course progress when:
 - fail to participate in the intervention process
 - fail the same course a subsequent time
- 2) Student will be issued with a Breach letter advising the student of the Institute's intent to report the student to the Department of Home Affairs (DHA) through the PRISMS for unsatisfactory course progress.
- 3) The letter will inform the student that they have access to Complaints and Appeal Policy and Procedure and they have 20 working days to lodge an appeal should they have objections to the Institute decision of reporting them to DHA.
- 4) To lodge an internal appeal, student must submit the Complaints and Appeal Form within 20 days from the receipt of the Breach letter to the Student Administration for the formal meeting with Director of Studies or delegate and the Student Support Officer.
- 5) The completed Complaints and Appeal Form must be submitted along with the supporting documents if any.
- 6) The Director of Studies will assess the appeal and provide the student with the outcome in writing within 10 working days from the date the appeal is submitted. Student enrolment will be maintained until the appeal process ends.
- 7) If the appeal is withheld, the student will remain enrolled and be given the final attempt for the unit of study in order to show satisfactory progress. The student will be advised of a revised study plan by the Director of Studies. The Director of Studies will advise the Admissions team for the re-enrolment of the student to repeat the level.
- 8) The Admissions Department will issue the student a new Letter of Offer and make the corresponding variation for the CoE (Confirmation of Enrolment) to issue to student. The changes will be recorded in both Axcelerate and PRISMS.
- 9) Students identified as unsatisfactory progress at the second attempt will be issued the Breach letter advising of the college's intent of reporting the student to DHA via PRISMS for unsatisfactory course progress.
- 10) If the appeal is unsuccessful, the student will receive a written notification explaining the grounds of the appeal rejection. In this letter, student will be also notified of their rights of a further avenue of appealing through the Ombudsman.
- 11) Students intending to lodge an external appeal through the Ombudsman within 20 working days of receiving the internal appeal written outcome.
- 12) Students are required to maintain attendance for the enrolment where they have a valid CoE until the appeal outcome is finalised.
- 13) The Ombudsman decision will be the final and no further avenues of external appeal are available.