

## ELICOS Course Progress Policy and Procedure

### **Purpose**

This policy and procedure applies to international students on a student visa who are enrolled in an ELICOS course at Sacred Heart International College (SHIC). It is a student visa requirement for all international students to achieve satisfactory course progress in the course in which they are enrolled.

This policy exists in conjunction with other policies to provide overall high quality and continuous improvement at SHIC, including the *ELICOS Attendance Monitoring Policy & Procedures*, *ELICOS Teaching & Assessment Policy and Procedures*, *Continuous Improvement Policy*, *Course Evaluation Policy*, and the *Complaints and Appeals Policy and Procedure*.

### **Scope**

This policy applies to:

- International students enrolled in ELICOS Courses at SHIC.
- SHIC Academic, Admissions, Student Services and Administrative staff as well as the contractors employed in delivering the ELICOS course at SHIC.

To comply with legislative requirements SHIC must report students who fail to achieve satisfactory course progress requirements to the Department of Education/ Department of Home Affairs.

### **Policy**

This policy supports Standard P3 and P4 of the ELICOS Standards 2018.

This policy applies to the College's international ELICOS students and staff.

The purpose of this policy and procedure is to ensure that international student ELICOS course progress is monitored, reviewed, and intervention action is taken when a student is in danger of not achieving satisfactory course progress or completing their course within the scheduled timeframe.

SHIC has this policy and procedures in place to ensure that:

- Students who are “at risk” of not meeting satisfactory course progress requirements are identified through the procedures in this document, provided the opportunity to discuss underlying issues, counselled and placed on an intervention strategy.
- All causes of unsatisfactory progress or being “at risk” are considered including academic/study causes and personal/ welfare issues.
- The course progress of each student is monitored during and at the end of each course level.

## ELICOS Course Progress Policy and Procedure

- Course progress will be monitored by ELICOS Course 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.
- Teachers monitor student performance in formative and summative tests and provide feedback and support as required.
- Student performance in summative tests is recorded, monitored and used to assess compliance with course progress requirements.
- Where the College has assessed the student as not meeting satisfactory course progress requirements the College will inform the student in writing of its intention to report the student to Department of Home Affairs DHA/ DoE, and that he or she is able to appeal this decision by accessing the College complaints and appeals process within 20 working days from the date on the college communication to the student.

The CEO is responsible for the implementation of the policy and procedures and to ensure that students and staff are aware of its application and implement its requirements.

All staff are made aware of the requirements of this policy through staff induction, regular meetings, staff updates and continuous improvement practices. Students are made aware of the policy and procedures through the Student Prospectus, College's website, Student Handbook, and during the enrolment and orientation processes.

SHIC 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.

### Procedures

At the end of each study week, the ELICOS Course Coordinator will review student progress and levels of achievement within each class and level.

Students are informed of the outcomes to be achieved from the course by the teachers. Feedback from the tests is shared with the students which indicates their progress in Reading, Writing, Listening, Speaking and Participation. The aim of delivering feedback is to help students focus on key weaknesses in skill development.

Students who do not achieve competency in a unit are identified 'at risk' and will be issued 'Notification Letter' (Appendix A). Students identified as 'at-risk' will have a formal meeting

## ELICOS Course Progress Policy and Procedure

with the ELICOS Course Coordinator to discuss further course of action and support that can be provided to the students.

The students' progress will be monitored during the remaining weeks in that level.

If a student's performance falls below 60% during the level, a Warning Letter (Appendix B) will be issued.

### **Unsatisfactory course progress**

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.

Students identified as making unsatisfactory course progress will be issued with an 'Intent to Cancel' letter (Appendix C) advising of the intent to report the student to the Department of Home Affairs through the Provider Registration and International Student Management System (PRISMS) for unsatisfactory course progress.

The letter will inform the student that they have access to the Complaints and Appeals Policy and Procedure and have 20 working days to lodge an appeal.

Where a student does not lodge an appeal within the 20 working days or if the appeal is rejected, the student's enrolment will be cancelled.

### **Intervention**

Intervention meetings take place as soon as possible and no more than 10 working days from students being identified 'at risk'.

The purpose of the intervention meeting is to identify the underlying reasons for the unsatisfactory course progress and negotiate, agree, document and initiate an intervention strategy. Depending on the underlying reasons affecting the student's course progress either study and/ or personal welfare support services will be offered.

For students with English language/ study related issues an intervention strategy is negotiated by the ELICOS Course Coordinator and student at the intervention meeting. This is provided to the student in writing and signed.

At the intervention meetings the commitment to and effectiveness of the intervention strategy are reviewed. Intervention strategies may include one or more the following types of support:

- Arranging further opportunities for students to re-attempt weekly tests
- Amending the study load/ timetable/ course duration
- Study support
- Managing study load
- Helping students adjust to the learning and assessment system
- Homework support
- Reviewing learner materials with the student

## ELICOS Course Progress Policy and Procedure

- Liaising with teachers to arrange the provision of support e.g. extra tuition, materials, exercises, amendments to timetables
- Arranging access to supplementary reference materials
- Arranging for supplementary exercises
- Arranging access to computers
- Arranging access to modified resources
- Liaising with assessors to provide opportunities to re-attempt assessments
- Providing guidance with organization/ time management skills
- Other English/ study skills support

### Reassessments

Formative assessments are not being reassessed for any reason. If students miss any formative assessments, their result will be marked as “Absent” but the result will not be considered when calculating the final result. Summative assessments can be requested to be reassessed if students are able to provide a **medical certificate** or any other similar documents in which **compassionate** grounds can be established. If students miss any summative assessments, their result will be marked as “Absent” and the result will be considered as a failed grade when calculating the final result.

## ELICOS Course Progress Policy and Procedure

### Appendix A

**Date:**

«TableStart:AU\_General\_Main»

RE: Unsatisfactory Course Progress – Notification Letter

«Client Title» «Client First Name» «Client Last Name»

«Client Post Add1»«Client Post Add2»

«Client Post Suburb» «Client Post State»

«Course Desc»

Dear «Client First Name»

Student ID «Client RefExternal»

Your enrolment in «**Course Code**» «**Course Desc**» at SHIC began on «**COR Start Date**».

During the orientation programme, you were informed of the student visa condition relating to course progress. As an international student holding a student visa, you are required to comply with a number of conditions relating to that visa, including maintenance of satisfactory course progress. If Sacred Heart International College assesses your course progress as unsatisfactory, this must be reported to the Department of Home Affairs and may lead to cancellation of your student visa.

Our records indicate that your current academic progress may be at risk of falling below the required progression for the term. You are advised to contact your course coordinator at Sacred Heart International College to arrange a time and date for the meeting.

At Sacred Heart International College our aim is to assist your satisfactory progression through your chosen course of study. We are very pleased to discuss any academic progression issues and attempt to reach satisfactory solutions.

If you would like to reschedule the appointment, please contact me on telephone (03) 9453 8330 or email to [kangning@shic.vic.edu.au](mailto:kangning@shic.vic.edu.au)

Yours sincerely,



**Kangning Li**

ELICOS Course Coordinator

**Sacred Heart International College**

Level 3, 271-281 Bourke St

Melbourne VIC 3000

## ELICOS Course Progress Policy and Procedure

Phone +61 3 9453 8330/+61 3 9453 8331

[www.shic.vic.edu.au](http://www.shic.vic.edu.au)

«TableEnd:AU\_General\_Main»

## ELICOS Course Progress Policy and Procedure

### Appendix B

#### **Date:**

«TableStart:AU\_General\_Main»

RE: Unsatisfactory Course Progress – Notification Letter

«Client Title» «Client First Name» «Client Last Name»

«Client Post Add1»«Client Post Add2»

«Client Post Suburb» «Client Post State»

«Course Desc»

Dear «Client First Name»

Student ID «Client RefExternal»

Your enrolment in «**Course Code**» «**Course Desc**» at SHIC began on «**COR Start Date**».

During the orientation programme, you were informed of the student visa condition relating to course progress. As an international student holding a student visa, you are required to comply with a number of conditions relating to that visa, including maintenance of satisfactory course progress. If Sacred heart International College assesses your course progress as unsatisfactory, this must be reported to the Department of Home Affairs and may lead to cancellation of your student visa.

**Our records indicate that your forecasted academic progress is below 60% for the current level.**

You are advised to contact Sacred Heart International College to arrange a time and date for the intervention meeting with the course coordinator. At this meeting we will discuss and confirm intervention strategies to ensure you are able to complete your studies within the required timeframe as per your CoE or if required, your study period may be extended.

You were advised that unsatisfactory course progress for a course could lead to you being reported to the Department of Home Affairs and could result in the cancellation of your student visa.

If you fail to adhere to the intervention strategy, fail to attend an intervention meeting or do not accept and sign the intervention strategy you will be reported to the Department of Home Affairs and could result in the cancellation of your student visa.

## ELICOS Course Progress Policy and Procedure

Please contact Student Support Officer if you believe one or more of the following have happened:

- SHIC has not recorded or marked you correctly.
- There are compassionate or compelling reasons which have contributed to your unsatisfactory course progress.
- SHIC has not made relevant policies (e.g. Assessment and Academic Progress) available to you.

At Sacred Heart International College our aim is to assist your satisfactory progression through your chosen course of study. We are very pleased to discuss any academic progression issues and attempt to reach satisfactory solutions.

If you would like to reschedule the appointment, please contact me on telephone (03) 9453 8330 or email to [kangning@shic.vic.edu.au](mailto:kangning@shic.vic.edu.au)

Yours sincerely,



**Kangning Li**

ELICOS Course Coordinator

**Sacred Heart International College**

Level 3, 271-281 Bourke St

Melbourne VIC 3000

Phone +61 3 9453 8330/+61 3 9453 8331

[www.shic.vic.edu.au](http://www.shic.vic.edu.au)

«TableEnd:AU\_General\_Main»

## ELICOS Course Progress Policy and Procedure

### Appendix C

**Date:**

«TableStart:AU\_General\_Main»

RE: Unsatisfactory Course Progress – Notification Letter

«Client Title» «Client First Name» «Client Last Name»

«Client Post Add1»«Client Post Add2»

«Client Post Suburb» «Client Post State»

«Course Desc»

Dear «Client First Name»

Student ID «Client RefExternal»

Your enrolment in «**Course Code**» «**Course Desc**» at SHIC began on «**COR Start Date**».

During the orientation programme, you were informed of the student visa condition relating to course progress. As an international student holding a student visa, you are required to comply with a number of conditions relating to that visa, including maintenance of satisfactory course progress. If Sacred Heart International College assesses your course progress as unsatisfactory, this must be reported to the Department of Home Affairs and may lead to cancellation of your student visa.

As per the ELICOS Course Progress Policy, a student has made unsatisfactory progress if the student has not successfully completed or demonstrated competency in at least 40% of the units in a particular level.

Our records indicate that you were first identified as at risk of making unsatisfactory progress according to the ELICOS course progress policy and procedure of SHIC. At that point, Sacred Heart International College (SHIC) implemented its intervention strategy where you were advised that unsatisfactory course progress for a course could lead to you being reported to the Department of Home Affairs and could result in the cancellation of your student visa. **Our records indicate that your forecasted academic progress is below 40% for the current level.**

To assist you to meet course progress requirements, SHIC undertook all necessary actions as a part of its intervention strategy.

You have now been assessed as making unsatisfactory progress in your current level of study. In accordance with the ELICOS Course Progress Policy, I must now inform you of SHIC's intention to report you to the Department of Education through PRISMS for unsatisfactory progress in your current level of study. This action automatically alerts the Department of Home Affairs.

If you feel you have reasonable grounds for your poor academic progress in your course, you must contact Sacred Heart International College in writing within 20 working days outlining your circumstances.

## ELICOS Course Progress Policy and Procedure

You may appeal within 20 working days, if you believe one or more of the following have happened:

- Has not recorded or calculated your marks correctly.
- There are compassionate or compelling reasons which have contributed to your unsatisfactory progress.
- SHIC has not implemented our intervention strategy in accordance with our documented policies and procedures.
- SHIC has not made relevant policies (e.g. Assessment and Academic Progress) available to you.

If you wish to discuss this matter further, please make an appointment with the ELICOS Course Coordinator by sending an email to [kangning@shic.vic.edu.au](mailto:kangning@shic.vic.edu.au) or by telephone on (03) 9453 8330.

You can bring a friend with you if you wish. The procedure for making an appeal is from our website [www.shic.vic.edu.au](http://www.shic.vic.edu.au).

If no response is received within 20 working days of the date of this letter Sacred Heart International College will proceed with the reporting process.

Yours sincerely,



**Kangning Li**

ELICOS Course Coordinator

**Sacred Heart International College**

Level 3, 271-281 Bourke St

Melbourne VIC 3000

Phone +61 3 9453 8330/+61 3 9453 8331

[www.shic.vic.edu.au](http://www.shic.vic.edu.au)

«TableEnd:AU\_General\_Main»