

# MONITORING ELICOS COURSE PROGRESS – UNSATISFACTORY ACADEMIC PROGRESS POLICY AND PROCEDURE



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## 1 PURPOSE

- 1.1 Standards P3 and P4 of the [ELICOS Standards 2018](#) (Cwlth), and Standard 10 of the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) (Cwlth) (the National Code) requires registered providers to monitor student progress and to identify and support students who are considered to be at risk of not meeting course requirements.
- 1.2 This policy and procedure outlines CQUniversity's commitment and process for meeting legislative obligations, and supporting students at risk of not meeting course requirements.

## 2 SCOPE

- 2.1 This policy and procedure applies to international students applying for admission to, and who are currently enrolled in, an accredited English language intensive courses for overseas students (ELICOS) at a CQUniversity English Language Centre.

## 3 POLICY STATEMENT

- 3.1 CQUniversity is committed to monitoring the academic progress of its students to ensure student success, and its commitment to high standards of English language skills and proficiency development by monitoring student progress through regular assessment, feedback, teacher/student consultations, program coordinator and management support.

## 4 PROCEDURE

- 4.1 At the end of each five week period (midterm), the Director of Studies will review student progress and levels of achievement within each class and level. Students are provided with an assessment report which indicates their progress in Reading, Writing, Listening, Speaking and Participation. The aim of the report is to help students focus on key weaknesses in skill development. Teachers will also provide detailed comments and suggestions for improvement on both the assessment rubric (where these are used) and on assignments. A copy of each assessment rubric will be given to the student as feedback for each assignment.

- 4.2 Students identified as 'at-risk' by their teacher will be reported to the Director of Studies in Weeks 3-5 of their course (Stage 1), or if they receive an overall grade of under 65% at the end of their 10 week course (Stage 2).

### **Stage 1 at-risk**

- 4.3 Students will be identified as stage 1 at-risk if they:
- fail their Week 1 diagnostic test, where applicable
  - have difficulty with their coursework
  - fail to do homework on a regular basis
  - fail to participate in class activities, and/or
  - score less than 65% overall after the first 5 weeks of a 10 week program (midterm).
- 4.4 Students identified as stage 1 at-risk will have a formal meeting with their teacher, who will complete an Action Plan to be approved by the Director of Studies.
- 4.5 These students will require learning support and assistance. The Action Plan may include independent learning resources, additional tutoring and assignments, or identification of additional intervention strategies to help student progress (e.g. referral to Student Counsellor). The students' progress will be monitored during the next five week block.

### **Stage 2 at-risk**

- 4.6 Students will be identified as stage 2 at-risk if they receive an overall grade of under 65% at the end of their 10 week course.
- 4.7 Students identified as stage 2 at-risk will have a formal meeting with the Director of Studies to discuss their pathway, progression implications, and arrange for a new offer letter to repeat the course. The Director of Studies will issue an Action Plan for these students, with similar recommendations as described above.
- 4.8 The Director of Studies will counsel the student that there are a maximum of two attempts at any particular unit. Students who:
- fail to participate in the intervention process, or
  - fail the same course a subsequent time
- will be considered as making 'unsatisfactory course progress'.

### **Unsatisfactory course progress**

- 4.9 Students identified as making unsatisfactory course progress will be issued with a Notification of Intent to Report letter advising of the University's 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.
- 4.10 The letter will inform the student that they have access to the [Student Feedback – Compliments and Complaints Policy and Procedure](#) and have 20 working days to lodge an appeal.
- 4.11 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.

### **Appeals**

#### **Internal appeal**

- 4.12 A student who can demonstrate that this policy and procedure has not been followed, can lodge an application for appeal through the Director, CQUniversity or nominee on their campus.

- 4.13 To lodge an internal appeal, a student must submit an appeal in writing to the Director, CQUEnglish. A student can appeal their Notice of Intent to Report on the following:
- procedural grounds i.e. that the processes of this policy and procedure were not followed, or
  - severe extenuating circumstances exist which must be validated with supporting documentation.
- 4.14 Severe extenuating circumstances include:
- documented medical or allied health reasons, including disability, and/or
  - compassionate reasons, misadventure or other exceptional circumstances beyond the student's control and the circumstances are not within the range of normal risk.
- 4.15 The written appeal, along with any supporting documentation, must be lodged within 20 working days of the notification date of the Notice of Intent to Report. The Director, CQUEnglish will assess and provide the student with a written outcome of the appeal within 10 working days from the date the appeal is submitted.
- 4.16 If the appeal is successful the student will remain enrolled and continue studies. International Admissions will be advised and requested to issue a new letter of offer (if required) and make appropriate variations to the Confirmation of Enrolment (COE) as necessary. If a student's internal appeal is successful, they must pass the unit of study on their third and final attempt in order to show satisfactory progress. Students identified as making unsatisfactory course progress in their third attempt will be issued with a Notification of Intent to Report letter advising of the University's intent to report the student to the [Department of Home Affairs](#) through the PRISMS for unsatisfactory course progress.
- 4.17 If the appeal is unsuccessful the student will receive written notification explaining why they do not have grounds for an appeal.

### **External appeal**

- 4.18 If the internal appeal to the Director, CQUEnglish or nominee is unsuccessful, students will be notified of the outcome in writing and may follow a further avenue of appeal through the [Queensland Ombudsman](#). All internal avenues of appeal must be exhausted before lodging an external appeal.
- 4.19 Students intending to lodge an external appeal must do so in writing within 20 working days of receiving the internal appeal outcome notification. Students must provide proof of lodgement of the external appeal within five working days of lodging the appeal to the Ombudsman to the Director, CQUEnglish or nominee.
- 4.20 If students are enrolled, their enrolment will be maintained until the external appeal process is complete. Students are required to maintain class attendance until the outcome is finalised.
- 4.21 The decision of the external appeal process must be advised to the Director, CQUEnglish immediately by the student. Unsuccessful decisions will result in the student's enrolment being cancelled. The Confirmation of Enrolment (COE) will also be cancelled and the [Department of Home Affairs](#) notified.
- 4.22 The decision of the Queensland State Ombudsman is final and no further avenues of external appeal are available.

### **Enrolment during appeals**

- 4.23 A student who has an active Confirmation of Enrolment (COE) that is current and valid for a sufficient period of time to complete the term of study may choose to enrol whilst awaiting appeal decisions.
- 4.24 A student is not required to maintain an enrolment in order to lodge an internal appeal. Whilst a student's enrolment should be maintained throughout the appeals process, in the event that a student chooses not to enrol (or re-enrol) they shall be reported for cessation of studies to [Department of Home Affairs](#). Unsatisfactory course progress may be applied and reported as appropriate at a later date.
- 4.25 A student who chooses to enrol whilst awaiting an appeal decision is still considered a student of CQUniversity and will, therefore, be expected to attend all classes as appropriate.

## 5 RESPONSIBILITIES

### Compliance, monitoring and review

- 5.1 The Director, CQUniversity is responsible for monitoring, reviewing and ensuring compliance with this policy and procedure.

### Reporting

- 5.2 The Director (CQUniversity) and International Compliance Team are responsible for ongoing monitoring, audits and reporting.

### Records management

- 5.3 All records relating to ELICOS students are to be maintained in the University's Customer Relationship Management System (SugarCRM).
- 5.4 Staff must maintain all records relevant to administering this policy and procedure in a recognised University recordkeeping system.

## 6 DEFINITIONS

- 6.1 Terms not defined in this document may be in the University [glossary](#).

## 7 RELATED LEGISLATION AND DOCUMENTS

[Education Services for Overseas Students Act 2000](#) (Cwlth)

[ELICOS Standards 2018](#) (Cwlth)

[National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) (Cwlth) (the National Code)

[Student Feedback - Compliments and Complaints Policy and Procedure](#)

## 8 FEEDBACK

- 8.1 University staff and students may provide feedback about this document by emailing [policy@cqu.edu.au](mailto:policy@cqu.edu.au).

## 9 APPROVAL AND REVIEW DETAILS

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Administrator	Director, CQUniversity
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Notes	