



ELICOS - Monitoring Overseas Student Progress Policy

Purpose

The purpose of this policy is to ensure **Institute of Intellect Blending (IIB)** systematically monitors students' course progress for each course in which the overseas student is enrolled, which includes recording, monitoring, assessing, and when necessary, counselling and reporting the course progress of each student.

Policy

IIB will monitor the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE.

IIB will identify, notify and assist an overseas student at risk of not meeting course progress requirements where there is evidence from the overseas student's assessment tasks that the overseas student is at risk of not meeting those requirements.

IIB will clearly outline and inform the overseas student before they commence the course of the requirements to achieve satisfactory course progress through the Student Handbook.

Process for monitoring and recording course progress

1. Requirements for achieving satisfactory course progress

The overseas student receives an overall grade of 60% or a grade of 50% in each level in the final summative test/project scheduled in their weeks of ELICOS study, as stated in the student's CoE.

To level-up in General English (GE) the overseas student must receive an average grade of **80%** after 4 weeks, **70%** after 8 weeks and **60%** after 12 weeks in short, the students would qualify for level-up between week 8 to 12. There is no level up requirement for IELTS students.

2. Processes for recording and assessing course progress

Recording: All summative test/project results are to be recorded by the overseas student's teacher on individual class excel spreadsheets within 2 working days after a summative test is held. These spreadsheets are monitored by the ELICOS Coordinator (EC) after each summative test occurs.

Assessing: The role of assessing course progress is held jointly by the overseas student's teacher and the EC. The teacher is responsible for having a clear understanding of the Monitoring Overseas Student Progress Policy, particularly when an intervention needs to occur. This policy is part of the policies and procedures folder accessible in all computers used by **IIB** teachers. It is the teacher's job to notify the EC in writing when a student needs an intervention.



The EC is also responsible for assessing course progress. They must regularly monitor student summative test results to ensure that teachers are fulfilling their obligations regarding monitoring course progress and to also ensure all students who need an intervention receive one.

3. Details of the registered provider's intervention strategy

Intervention must occur when an overseas student receives a grade of 59% or less in the summative test/project scheduled at the point closest to when 50% of their ELICOS study weeks have been completed.

A letter will be sent to the student by email requesting a meeting with the ELICOS Coordinator (EC) to develop strategies to ensure the student maintains satisfactory course progress. (***Unsatisfactory Course Progress – Warning Letter***).

The EC will meet with the “at risk” student to discuss:

- issues that might be causing the unsatisfactory course progress, such as:
 - personal issues (homesickness, money, boyfriend/girlfriend, housing, work)
 - classroom issues (suitability of course, problems with another students/teacher)
- strategies to assist them to achieve satisfactory course progress, such as:
 - possibility of re-assessment
 - attending extra tutorials or participating in study groups
 - receiving individual support and / or mentoring
 - attending counselling if personal issues present

The EC will advise the students about the requirements for achieving satisfactory course progress. The EC will also explain that if the student is deemed to be making unsatisfactory course progress, it could lead to the student being reported to DHA and the cancellation of his or her visa, depending on the outcome of any appeals process.

The EC will maintain a record of each meeting using the ***Early Intervention Report*** Form. A copy of this form will be held on each students file.

The EC will follow up the progress of the student at times discussed with the student or as the EC deems reasonable if they notice further risk of unsatisfactory course progress.

4. Processes for determining the point at which the student has failed to meet satisfactory course progress.

The EC is responsible for determining the point at which the student has failed to meet satisfactory course progress. They should, on a weekly basis, monitor the number of weeks that every overseas student has left on their CoE. This will allow them to know when a student's final summative test is taking place.

If an overseas student receives a grade of 59% or less in the final summative test/project scheduled in their weeks of ELICOS study, as stated in the student's CoE, the EC will notify the student that **IIB** intends to report the overseas student for unsatisfactory course progress.



Process for reporting unsatisfactory course progress

Where **IIB** has assessed the overseas student as not meeting course progress requirements, the College will give the overseas student a written notice as soon as practicable, using the ***Intention to report*** letter.

In this letter, **IIB** will:

- notify the overseas student that the College intends to report the overseas student for unsatisfactory course progress
- inform the overseas student of the reasons for the intention to report
- advise the overseas student of their right to access **IIB**'s complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

A student may appeal on the following grounds:

- **IIB** has not recorded or calculated your marks correctly, or
- There are compassionate or compelling reasons which have contributed to your unsatisfactory progress, or
- **IIB** has not implemented our intervention strategy in accordance with our documented policies and procedures, or
- **IIB** has not implemented other policies which may impact upon your results, or
- **IIB** has not made a relevant policy available to you. (Please specify)

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

- i. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress, **IIB** does not report the student, and there is no requirement for intervention.
- ii. If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through **IIB**'s intervention strategy, and **IIB** does not report the student.

IIB will only report unsatisfactory course progress in PRISMS in accordance with section 19(2) of the ESOS Act if:

- the internal and external complaints processes have been completed and the decision or recommendation supports **IIB**, or
- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, or
- the overseas student has chosen not to access the external complaints and appeals process, or
- the overseas student withdraws from the internal or external appeals processes by notifying **IIB** in writing.



Definitions / Explanatory Notes

Compassionate or compelling circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies
- a traumatic experience which could include but is not limited to:
 - o involvement in or witnessing of an accident or
 - o a crime committed against the student or
 - o the student has been a witness to a crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports).

Please note that the above are only some of examples of what may be considered compassionate or compelling circumstances. **IIB will use its professional judgment to assess each case on its individual merits.** When determining whether compassionate or compelling circumstances exist, **IIB** will consider documentary evidence provided to support the claim. **IIB** will keep copies of these documents, together with a record of why the decision was made, in the student's file.



Reference

National Code Standard 8 *Overseas student visa requirements*

Standard 8

Monitoring overseas student progress, attendance and course duration

- 8.1 The registered provider must monitor overseas students' course progress and, where applicable, attendance for each course in which the overseas student is enrolled.
- 8.2 The expected duration of study specified in the overseas student's CoE must not exceed the CRICOS registered duration.
- 8.3 The registered provider must monitor the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE.
- 8.4 The registered provider must have and implement documented policies and processes to identify, notify and assist an overseas student at risk of not meeting course progress or attendance requirements where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of academic progress that the overseas student is at risk of not meeting those requirements.
- 8.5 The registered provider must clearly outline and inform the overseas student before they commence the course of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period.

Schools, ELICOS and Foundation Programs: course progress

- 8.7 The registered provider must have and implement a documented policy and process for monitoring and recording course progress for the overseas student, specifying:
 - 8.7.1 requirements for achieving satisfactory course progress for the course
 - 8.7.2 processes for recording and assessing course progress
 - 8.7.3 details of the registered provider's intervention strategy to identify, notify and assist students at risk of not meeting course progress requirements in sufficient time for those students to achieve satisfactory course progress
 - 8.7.4 processes for determining the point at which the student has failed to meet satisfactory course progress.

Reporting unsatisfactory course progress

- 8.13 Where the registered provider has assessed the overseas student as not meeting course progress requirements, the registered provider must give the overseas student a written



notice as soon as practicable which:

- 8.13.1 notifies the overseas student that the registered provider intends to report the overseas student for unsatisfactory course progress or unsatisfactory course attendance
 - 8.13.2 informs the overseas student of the reasons for the intention to report
 - 8.13.3 advises the overseas student of their right to access the registered provider's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.
- 8.14 The registered provider must only report unsatisfactory course progress in PRISMS in accordance with section 19(2) of the ESOS Act if:
- 8.14.1 the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider, or
 - 8.14.2 the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, or
 - 8.14.3 the overseas student has chosen not to access the external complaints and appeals process, or
 - 8.14.4 the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.