Version 190701

POLICY AND PROCEDURE – ELICOS Course Progress

Purpose

This policy has been developed to meet the requirements of the National Code 2018 Standard 8 and other requirements for CRICOS registration, which requires that registered providers monitor student's compliance with visa conditions relating to course progression and are proactive in notifying and counselling students who are at risk of failing to meet progression requirements. Registered providers report students who have breached the progression requirements under Section 19 of the ESOS Act.

Scope

This policy applies to, ELICOS students at Acknowledge Education Pty Ltd, trading as Melbourne Language Centre that are undertaking at least a 12 week ELICOS program.

Policy

1. Every effort will be made to proactively assist students to achieve satisfactory course progress and complete the course within expected duration.

2. All students are expected to take responsibility for their own learning and behavior. Every student is expected to adhere to the requirements of this policy and the requirements of Melbourne Language Centre English Language Centre with regard to completion and submission of assessment. Students not satisfying to these requirements will be notified and proactively supported. Students will be counselled and advised that if course progress does not improve to satisfactory levels then their enrolment may be cancelled.

3. Course progress will be monitored by teachers and the Director of Studies. 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.

4. Melbourne Language Centre may only extend the duration of the student's study as a result of:
    i. compassionate and compelling circumstances,
    ii. where an intervention strategy is being implemented or
    iii. where an approved deferment has been granted.

5. *Except in the circumstances in Section 5, the student's course duration will not exceed the CRICOS* registered duration. Any variations are recorded on the student file and reported correctly in PRISMS.

Procedures to Record, Monitor and Assess Course Progress

a. All Melbourne Language Centre English language courses have been developed in compliance with the National standards for ELICOS providers and courses.

b. All teachers receive an induction and updates in respect to the delivery and assessment.

c. All students are advised at commencement of the course of the assessment processes.

d. The student will complete all required assessment tasks and submit for assessment. Students receive weekly feedback from their teachers regarding updates on their assessment results and progress. Students may at any time approach their teacher for informal feedback on their course progress.

e. Teachers are required to keep appropriate records and to undertake assessments in a timely fashion so as to be able to monitor students' progress.

f. Student course progress is monitored as per the below table. When students are identified who are at risk of not having satisfactory course progress, an intervention strategy is implemented.

Course(s)	Assessment
General English	Week 5 Week 10
English for Academic Purposes	Week 5 Week 10
IELTS Preparation	Week 5 Week 10 Week 15
English for Health Professionals	Ongoing
English for Secondary Schools	Every 4 weeks

Academic Counselling

g. During Academic Counselling, students are counselled on strategies to improve their performance, and a range of intervention strategies or other support strategies will be developed as required. An Intervention Strategy is implemented if required.

Intervention Strategies include, but are not limited to:

i. where appropriate, advising students on the suitability of the course in which they are enrolled
ii. assisting students by advising of opportunities for the students to be successful in assessments they had previously failed
iii. student counselling/support strategies
    1. Improving Attendance
    2. Completing and submitting assessments on time
    3. Asking for more help from Teacher
    4. Organising meeting with Teacher
    5. Reviewing Study skills/techniques
    6. Reviewing organisational/time management skills
    7. Providing additional English Language support
    8. Referral to Welfare Officer for counselling or referral to external provider
    9. Referral to Financial Officer to discuss a payment plan for payment of fees, or referral to job placement officer to find employment
    10. Other strategies negotiated with the student
    11. Recommending tutoring outside class hours.
    12. Setting up follow up meetings

Unsatisfactory course progress warning letter

h. Course progress will be determined mid-way through the course, based on the results undertaken to that point. Students that have failed to progress in more than 50% of the assessment undertaken you are deemed to not have satisfactory course progress.

i. 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 and an intervention meeting is required.

Intent to Report

j. Students that again fail to achieve course progress at the scheduled completion of their course, will be issued with an intention to report.

k. The letter will clearly state that the student can appeal the matter using the Complaints and Appeals Policy within 25 working days (20 working days' notice period plus 5 working days for postage) of the letter being issued.

Appeal

l. Students have the right to access the Complaints and Appeal Process at no charge to the students. Please refer to the Complaints and Appeals policy and procedure for further information.

m. The student's enrolment will be maintained while the complaints and appeals process is ongoing.

Report and Notification of Student

n. working days after the Intention to Report letter is issued and if the student has not accessed the Complaints and Appeals process, or the student withdraws from the Complaints and Appeals process, or if the Complaints and Appeals process is completed and results in a decision supporting the College, Melbourne Language Centre will notify the Department of Education and Department of Home Affairs through PRISMS, as soon as practicable, of the student not achieving satisfactory course progress

Document Approval

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Related documents:	
Responsibilities:	Director of Studies, Compliance Manager, Teachers, Registrar, Student Services

Date	Version	By	Notes
181213	181213	BS	Split out from old combined course progress and attendance policy, update with reference to National Code 2018
190701	190701	BS	Change ESS assessment to every 4 weeks