

Purpose

This policy and procedure applies to international students on a student visa who are enrolled in an ELICOS course at St Peter's International College (SPIC). 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 SPIC, 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 SPIC.
- SPIC Academic, Admissions, Student Services and Administrative staff as well as the contractors employed in delivering the ELICOS course at SPIC.

To comply with legislative requirements SPIC 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.

SPIC 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.
- In order to meet course progress requirements, students must achieve competency (70% on all test results) for 60% of the units in each level by either:
 - Week 3 for courses of 5 or less weeks, or

- The end of the level for courses of 6 or more weeks.
- Course progress will be monitored by teachers along with the 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.
- Records of the outcome of the student's assessments are kept in accordance with the ELICOS Teaching & Assessment Policy and Procedures and used in order to monitor the course progress of students.
- 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 along with ELICOS Course Coordinator 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.

SPIC 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.

Definitions

- **Level** – Elementary (12 weeks) /Pre Intermediate (12 weeks) / Intermediate (10 weeks) / Upper Intermediate (10 weeks)
- **Mid-Point** – Mid of each level which is 6 weeks for Elementary & Pre Intermediate and 5 for Intermediate & Upper Intermediate
- The total mark for formative and summative assessments is recorded in the ELICOS Unit Summary Result Sheet, and entered in ELICOS Course Progress Intervention Database as follows:
 - **Competent** – The student is said to be Competent (C) when they achieve 70% or above mark in the formative & summative tests each week.
 - **Not Yet Competent** - The student achieves 69% or below total mark for each week.

Procedures

Students are informed of the outcomes to be achieved from the course via the Course Outlines for each level, provided by the teacher at the commencement of each level. 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 for at least 60% of the units by the monitoring point in the level by are identified 'at risk' and will be issued 'Notification Letter' (Appendix A). Monitoring points are as follows:

- the mid-point of the level for enrolments of 6 or more weeks, or,
- the end of the first week for enrolments of 5 or less weeks

Students identified as 'at-risk' will have a formal meeting with the ELICOS Course Coordinator to discuss further course of action and support that can be provided to the students as defined in the Intervention header.

The Course Progress Intervention Meeting Form will be completed and signed by student and ELICOS Course Coordinator. A copy will be given to the student and the original will be filed in the Student Course Progress Folder. The student's teacher will be advised about the student's progress and expectations. The student will be advised that they are expected to achieve at least 60% or greater average in assessment results before the end of level (which is generally 5 or 6 weeks away) otherwise they may be reported for unsatisfactory course progress.

The teacher will closely monitor assessment results on a weekly basis and inform the ELICOS Course Coordinator if progress is not being made according to the signed Course Progress Intervention Form. If student is not achieving satisfactory course progress within 2 weeks, and the overall percentage still falls below 60% competency for all levels, a Warning Letter (Appendix B) will be issued.

If students have received both a notification letter and a subsequent warning letter and are still not showing satisfactory course progress, in the following timeframes, the student will be deemed to not meeting course progress requirements and notified of the intent to cancel their enrolment:

- the end of the level, for enrolments of 6 or more weeks, or,
- the end of the third week for enrolments of 5 or less weeks,

Students will be sent a 'Intent to Cancel' letter (Appendix C), informing them that:

- They have access to the Complaints and Appeals Policy and Procedure and have 20 working days to lodge an appeal.
- If the Student chooses not to access the complaints and appeals processes within the 20 working day period, SPIC will report the unsatisfactory course progress to the Department of Home Affairs.

- Reporting their unsatisfactory course progress may impact their Visa, and they should contact the Department of Home Affairs for further advice.

Copies of all outcomes and notifications related the appeal process is kept on the student's file in accordance with SPIC' Complaints and Appeals Policy and Procedure.

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
- Move the student to a lower level
- Study support
- Managing study load
- Helping students adjust to the learning and assessment system
- Homework support
- Reviewing learner materials with the student
- 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

* this is not a conclusive list and other intervention strategies may also be used

Reassessments



Formative and 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 formative and summative assessments, their result will be marked as “Absent” and the result will be considered as a failed grade when calculating the final result.

Appendix A: Notification Letter

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 SPIC 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.

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

In order to meet course progress requirements, you must achieve competency (70% on all test results) for 60% of the units in each level. If you do not achieve this by week 3 / the end of the level, this must be reported to the Department of Home Affairs and may lead to cancellation of your student visa.

You are advised to contact the **ELICOS 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.

In order to schedule the appointment, please contact me on telephone 07 5635 1735 or email to kangning@spic.qld.edu.au

Yours sincerely,



Kangning Li

ELICOS Course Coordinator

St Peters International College

Phone +61 7 5635 1735

www.spic.qld.edu.au

Appendix B: Warning Letter

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.

Our records indicate that in the last 2 weeks after Intervention meeting with the ELICOS Course Coordinator and provision of extra support from the ELICOS Team at sacred heart International College, your academic progress forecast is still below 60% for the current level.

In order to meet course progress requirements, you must achieve competency (60% on all test results) for 60% of the units in each level. If you do not achieve this by week 3 / the end of the level, this must be reported to the Department of Home Affairs and may lead to cancellation of your student visa.

You have been advised to follow the intervention strategy in order to reach a satisfactory course progression. If you fail to adhere to the intervention strategy you will be reported to the Department of Home Affairs and could result in the cancellation of your student visa.

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 polices (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 07 5635 1735 or email to kangning@spic.qld.edu.au



Yours sincerely,

A handwritten signature in black ink, appearing to read 'Kangning Li'.

Kangning Li

ELICOS Course Coordinator

St Peters International College

Level 1, 8 Short Street

Southport, Queensland 4215

Phone +61 7 5635 1735

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Appendix C: Intent to Cancel

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.

In order to meet course progress requirements, you must achieve competency (60% on all test results) for 60% of the units in each level. If you do not achieve this by week 3 / the end of the level, 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 60% of the units in a particular level.

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

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

However, 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.

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@spic.qld.edu.au or by telephone on 07 5635 1735.

You can bring a friend with you if you wish. The procedure for making an appeal is from our website www.spic.qld.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. This may impact your student Visa, please contact the Department of Home Affairs (phone: 131 881) to seek further advice on this issue.

Yours sincerely,

Kangning Li

ELICOS Course Coordinator

St Peters International College

Level 1, 8 Short Street

Southport, Queensland 4215

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