

Course Monitoring Policy & Procedure for ELICOS

1. Purpose

The Course Monitoring Policy ensures that all students' course progress is monitored and students are given every opportunity to achieve the required progress for each level they are studying in. The overall pass score in each skill is set at 80% to be attained by the end of their 10th week in each General English level/each course. However, students who achieve less than 70% in each assessment by week 5 of the same General English level/each course are defined as "at risk" and intervention strategies are implemented at this stage as explained in this policy.

2. Scope

This policy is designed for current students who are enrolled in one of the ELICOS courses within the scope of SMEAG English. The Director of Studies (DOS) is responsible for monitoring the procedures outlined in this policy and ensures compliance at all times. All teachers as well as Administration staff who are involved in delivering and administering ELICOS courses must also adhere to this policy.

3. Relevant standards, acts and legislations

The policy supports Standard 8 of The National Code of Practice for Providers of Education and Training to Overseas Students 2018 and Standard P3-Teaching ELICOS and Standard P4-Assessment of ELICOS students of the ELICOS standards 2018.

4. Policy

The policy statement is outlined below:

SMEAG English ensures to:

1. Monitor, record and assess the course progress of each student for each assessment of the course for which the student is enrolled in accordance with SMEAG English documented course progress policies and procedures.
2. Have and implement appropriate documented course progress policies and procedures for each course, which must be provided to staff and students, that specify the:
 - a. Requirements for achieving satisfactory course progress;
 - b. Process for assessing satisfactory course progress;
 - c. Procedure for intervention for students at risk of failing to achieve satisfactory course progress;
 - d. Process for determining the point at which the student has failed to meet satisfactory course progress; and
 - e. Procedure for notifying students that they have failed to meet satisfactory course progress requirements.
3. Assess the course progress of the student in accordance with the registered provider's Student Academic and Welfare Counselling Policy & Procedure.

4. Have a documented intervention strategy, which must be made available to staff and students, that specifies the procedures for identifying and assisting students at risk of not meeting the course progress requirements. The strategy must specify:

- a. procedures for contacting and counselling identified students
- b. strategies to assist identified students to achieve satisfactory course progress; and
- c. the process by which the intervention strategy is activated

5. Implement the intervention strategy for any student who is at risk of not meeting satisfactory course progress requirements. At a minimum, the intervention strategy must be activated where the student has achieved less than 70% in each assessment by week 5 of the same General English level/each course.

5. Procedure

1. A student who does not achieve an overall of 80% in each skill by the end of each General English level/each course with at least 70% in each assessment by week 5 will be considered at risk of failing to meet the minimum satisfactory course progress requirement.

2. Course progress is monitored after every assessment as explained under the course curriculum. The student is required to attain an overall 80% in each skill by the end of each General English level/each course and at least 70% in each assessment by week 5.

3. The following procedures ensures that all students' course progress is monitored and students are made aware and given every opportunity to achieve the required progress for each General English level/each course they are studying in.

4. Students will be notified by their teacher when close to falling below the required course progress for the skill

Assessments	Grade	Action
Formative Assessment on week 2, 3, 4, 5	80%	No Action.
Formative Assessment on week 2, 3, 4, 5	Less than 70%	1 st Warning. Intervention strategy is developed.
Formative Assessment on week 7, 8, 9,	Less than 70%	Breach recorded Letter. Student can appeal the decision.
Summative Assessment 10	If less than 70%	Suspension
	If 80%	No action

Where students have been identified as at risk of failing to meet satisfactory course progress, all possible efforts shall be made to ensure that the student is given the opportunity to rectify their position, but where this is not possible their non-compliance of this requirement must be reported to the appropriate government agencies.

The following procedures ensure course progress records are accurately kept and monitored for all students enrolled within each course. It allows for early detection of poor academic results and provides SMEAG English and the students with an opportunity to rectify the situation before reporting the failure to achieve satisfactory course progress requirement to the appropriate government

agencies. All staff are to be made aware of the requirements of this policy through induction, regular meetings and updates and continuous improvement practices. Students are made aware of the satisfactory course progress requirements during Orientation and throughout the program.

Procedure for recording student course progress

The student's academic results are recorded in the Assessment Score excel file available in the shared drive. All students are deemed to have achieved satisfactory progress if they score 80% in each skill by the end of each General English level/each course with not less than 70% in each assessment by week 5. All assessment activities are conducted by qualified teachers using SMEAG English's assessment tools/methods and recording processes as required.

It is the responsibility of each individual teacher to ensure that all assessment decisions are reported to student administration and the Director of Studies through the submission of all assessment records as each assessment is undertaken. As each assessment decision is made, the teacher ensures to enter the test score in the 'Assessment Score file' which allows monitoring the student's course progress.

It is the Senior teacher and/or the Director of Studies' responsibility to ensure the Assessment Score file' remains up to date and is monitored as described below.

Procedure- Monitoring course progress

Teachers monitor the student course progress through the Assessment Score file' and inform the Director of Studies, as required, and any student whose satisfactory course progress is at risk of falling below the required course progress by the student's week 5 within a General English level/each course. The Director of Studies also regularly monitors student's satisfactory course progress and informs the teacher and any student at risk of breaching satisfactory course progress requirements.

1st Academic Warning Letter

When a student's satisfactory course progress falls below 70% in each assessment by week 5 within a General English level/each course, the Director of Studies issues a '1st Warning Letter' (Appendix A). This letter indicates that the student must contact SMEAG English to organise an appointment with Director of Studies to discuss their poor academic performance and develop an intervention strategy or plan to ensure that they stay above the 70% minimum academic progress requirement in each assessment.

The intervention strategy is instigated at this stage. At the meeting the student is to be informed of their progress requirements and an individualised intervention plan for support is to be set in place for the student. Refer to the 'Intervention & Extending Course Duration Policy & Procedure'. The letter also reminds the student that failing to achieve the required satisfactory course progress in every skill equals to a breach of their Student Visa requirements and are reported to the appropriate government agency(s).

In all cases where the student does not respond to written communication within 5 business days, the Student Support Officer attempts to contact the student via telephone. If contact is still not made, then the Student Support Officer informs the Director of Studies and appropriate actions are taken in regard to student's enrolment.

Intervention Strategy

The Intervention strategy is developed, agreed and implemented as per the Intervention & Extending Course Duration Policy & Procedure Appendix B

Breach Recorded Letter

When a student's satisfactory course progress falls below 80% in each skill by the end of each General English level/each course, with no assessment score above 70%, the Director of Studies issues a 'Breach Recorded' letter (Appendix C) indicating that they have failed to achieve satisfactory course progress in every skill. The student is to be informed that because of their unsatisfactory course progress they are going to be reported to the Department of Home Affairs for unsatisfactory course progress in their course of study. The student must also be informed of their ability to access the complaints and appeals process to appeal this decision and have 20 business days to do so. If the student does not initiate an appeal or complaint process within 20 days, the report is submitted to the Department of Home Affairs via PRISMS.

Where a student accesses the appeals process (by following the processes outlined in the Complaints and Appeals Policy and Procedure) and is able to provide evidence of extenuating circumstances that prevented them from maintaining satisfactory course progress, the supporting evidence must be maintained on the student's file and the academic records adjusted accordingly. Where a student is able to provide evidence that the satisfactory course progress records are incorrect they are also adjusted accordingly, and action are taken to prevent such errors from re- occurring.

The student's satisfactory course progress is adjusted and re-calculated so that it can be determined whether any further warning letters or action needs to be implemented in line with this policy and procedure. The student is notified in writing of the outcome of the appeal and their revised satisfactory course progress, along with any warning letters corresponding to their satisfactory course progress rate.

Where a student's appeal is not successful they are notified in writing of the outcome and informed that the breach of satisfactory course progress requirements are reported. All letters, records, and notes on any communications surrounding the student's course progress are maintained in the student file.

Procedure – Reporting breach of Student Academic Progress

Students have 20 business days from the date the 'Breach Recorded' letter is processed to appeal the decision by accessing the Complaints and Appeals Policy and Procedure. If they do not choose to use this option, then they are reported as indicated. It is the responsibility of the Campus Manager to report the student's breach within 5 business days of the student's appeal period expiring and inform the student of the report via the 'Breach Reported' letter. A copy of all letters, details of any phone calls made, any reports from meetings or any other communication with the student in relation to the appeal are maintained in the individual student file.

APPENDIX A: UNSATISFACTORY COURSE PROGRESS 1ST WARNING LETTER

CRICOS PROVIDER: 03718D

Date:
Student Name:
Student Number:
Student Address:

Dear Student _____,

As part of your Visa requirements you are required to achieve satisfactory course progress in the courses enrolled.

You must contact SMEAG English and organise an appointment with the Director of Studies to discuss your poor satisfactory course progress and devise and agree to strategies to ensure that you achieve at least the 70% minimum satisfactory course progress requirement. We must discuss your individualised intervention plan to support your learning needs.

Please be advised that as soon as your satisfactory course progress is recorded as unsatisfactory for two consecutive assessments, SMEAG English is obliged to notify the appropriate government agency(s) via PRISMS that you have breached your student requirements.

Failing to respond to this written communication within 5 business days would lead to issue a breach recorded letter. Please be advised that in such cases, where no response is received from the student, SMEAG English reserves rights to take appropriate action in regards with your enrolment. At SMEAG English, our aim is to assist your satisfactory course progression through your chosen course of study. We strongly encourage you to discuss any issues that you may be currently experiencing to attempt to reach satisfactory solutions.

Yours sincerely,
Director of Studies

APPENDIX B: INTERVENTION STRATEGY

Student name:	Student ID:
Course/Class:	Teacher:
COE Start Date:	COE End Date:

Identify the reason of this intervention strategy	<input type="checkbox"/> Student is not showing the required academic progress <input type="checkbox"/> Student is not meeting the attendance requirements <input type="checkbox"/> Student cannot complete course within expected duration <input type="checkbox"/> Other <i>Please specify:</i> Briefly describe the reason for the intervention strategy and how this was identified: <hr/> <hr/>
Identify the actions to be taken as part of this intervention strategy	<input type="checkbox"/> Extra tuition and support <input type="checkbox"/> Participate in short courses <input type="checkbox"/> Follow-up meeting with the Director of Studies <input type="checkbox"/> Complete extra homework <ul style="list-style-type: none"> <input type="checkbox"/> Reading <input type="checkbox"/> Writing <input type="checkbox"/> Speaking <input type="checkbox"/> Grammar <input type="checkbox"/> Listening <input type="checkbox"/> Extra HW <input type="checkbox"/> Mentoring and peer observation <input type="checkbox"/> Other
Explain how this intervention strategy will be monitored	Describe the monitoring process: <hr/> <hr/>
When will this intervention strategy be reviewed?	Indicate at what point this intervention strategy will be reviewed: <hr/> <hr/>
Does this intervention strategy affect the student's completion date as indicated on their COE?	<input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes" indicate the new end date: _____

SMEAG English
 Director of Studies name: _____

Director of Studies signature: _____

In the presence of:
 Witness name: _____

Witness signature: _____

Date: ____/____/____

Student:

Student Name: _____

Student Signature: _____

Date: ____/____/____

**APPENDIX C: UNSATISFACTORY COURSE PROGRESS BREACH RECORDED LETTER
CRICOS PROVIDER: : 03718D**

Date:

Student Name:

Student Number:

Student Address:

Dear Student _____,

Subsequent to our issuing to you the 1st Warning Letter regarding unsatisfactory course progress and our attempts to counsel you through this issue, our records indicate your course progress has fallen below the requirement or you have failed to contact us within 5 days of receiving the 1st Warning letter to arrange strategies aimed at improving your course progress.

This is in Breach of your Visa conditions and SMEAG English is now required to notify the appropriate government agency(s) via the PRISMS reporting system.

If you feel you have reasonable grounds for your poor satisfactory course progress in your course and wish to appeal this reporting of the breach of course progress requirement, you must contact SMEAG English in writing within 20 business days outlining your circumstances.

This process is outlined in SMEAG English 'Complaints & Appeals Policy and Procedure' and further information on this process / decision can be gained from Administration Manager.

Failing to respond within 20 business days from the date of this letter, SMEAG English will proceed with the reporting process.

Please be advised that you are still required to attend SMEAG English scheduled classes until notified by the Department of Home Affairs.

Yours sincerely,
Director of Studies