



AUSTRALIAN NATIONAL COLLEGE

ELICOS Course Progress Policy and Procedures

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TABLE OF CONTENTS

1. Purpose.....	3
2. Scope	3
3. General Policy.....	3
4. Definitions.....	4
5. Procedures to Record, Monitor and Assess Course Progress	5
6. Intervention Strategies	8
7. Unsatisfactory course progress warning letter.....	8
8. Intent to Report.....	8
9 Report and Notification of Student.....	9
Documents/Forms:	10
(APPENDIX).....	10
Intervention Strategy Guidelines.....	10
Intervention Strategy Guidelines	12
APPENDIX A: UNSATISFACTORY COURSE PROGRESS 1st WARNING LETTER...	18
APPENDIX B: UNSATISFACTORY COURSE PROGRESS 2 ND WARNING LETTER..	19
APPENDIX C: UNSATISFACTORY COURSE PROGRESS BREACH RECORDED LETTER.....	21

1. PURPOSE

To provide students and staff at Australian National College with guidelines on dealing with student's course progress and ensure that students complete the course within expected duration.

This policy will ensure that all students' academic progress is monitored and students are provided required support to achieve the required academic progress for each course in which they are enrolled in.

2. SCOPE

This policy applies to:

- All Australian National College students who enrolled in **ELICOS course** on a student visa.
- Australian National College Admissions team, Academic staff, Student Services team and Administrative staff.

All Australian National College staff is made aware of the requirements of this policy through regular meetings, staff updates, Staff Induction and continuous improvement practices. Students are made aware of the academic progress requirements through Student Handbook, Prior to enrolment and before the commencement of the course, and orientation program/processes and throughout the course by Academic and Admin staff.

This document provides procedures to ensure the **Course progress** of all overseas students (referred to as the student from hereafter) is recorded and monitored. This allows for early detection of a student's unsatisfactory course progress and enables ANC to provide support to the students with poor academic course progress by means of implementing intervention strategies and providing extra support.

3. GENERAL POLICY

- i. Every effort is made to proactively assist students to achieve satisfactory course progress and complete the course within the expected duration.
- ii. All students are expected to take responsibility for their own learning and behaviour. Every student is expected to adhere to the requirements of this policy and the requirements of Australian National College 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.
- iii. Course progress will be monitored by, Teachers and the Student Administration Officer. 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.
- iv. This document provides procedures to ensure the **Course progress** of all overseas students (referred to as the student from hereafter) is recorded and monitored. This process, allows for early detection of a student's Unsatisfactory course progress and enables Australian National College to provide support to the students with poor academic course progress. This is achieved by implementing intervention strategies and providing extra support by providing extra work/classes.

4. DEFINITIONS

i.	Unsatisfactory course progress is defined as failing to pass at least 60% of assessment Tasks across all four macro skills in a study periods.
ii.	Satisfactory course progress is defined as attaining an average minimum grade of 60% (from mid-course and end of course summative exams) in three of the skill sets (Reading, Writing, Speaking and Listening).One skill set result may be below 60%, but not less than 50%..
iii.	Study Period is defined as 10 weeks (ELICOS Courses)
iv.	CRICOS is the Commonwealth Register of Institutions and Courses for

Overseas Students
v. PRISMS is the Provider Registration and International Students Management System
vi. ELICOS is English Language Intensive Courses for Overseas Students.

The following procedures outline a process to ensure that students are made aware and given opportunities by the means of activation of intervention strategies to rectify the situation.

5. PROCEDURES TO RECORD, MONITOR AND ASSESS COURSE PROGRESS

- 1) All Teachers receive an induction and updates in respect to the delivery and assessment.
- 2) All students are advised at commencement of the course of the assessment processes.
- 3) Students are required to participate in 2 exams,
 - i. mid-term exam in week 5 and
 - ii. Final exam in week 10 of their individual level of study.
- 4) The syllabus also include assessment of learning outcomes which is divided between a mid-course exam (in week 5) and final exam (in week 10).
5. Students are required to complete all required assessment tasks and submit them for assessment.
6. Course progress will be monitored by Teachers and the Student Support officer. It is in the job role of the teacher that they should be vigilant at all times to identify students who might be at a risk of not achieving satisfactory course progress prior to the start of the formal monitoring process. The indicators of student who might be at risk could involve but not limited to:
 - a. Student not participating in class activities
 - b. Change in students' behaviours in class and showing no interest in class
 - c. Student proactively mentioning issues he or she is facing

The teacher and student support team will be responsible to contact the student by telephone to arrange for a meeting with the student provide extra support for student. Extra support includes offering counselling, support and advice with a view to improving student wellbeing/course progress. Student would be referred to our appointed counsellor Mr Hamesh Yadav where required.

5) **Early Intervention-** Student's course progress is monitored after week 5 (Mid Term-Exam). Teachers are required to proactively support students regularly and student feedback are collected regularly and are recorded in student files accordingly. If student/s is identified **"at risk"** of failing, is identified at risk of not making satisfactory course progress, an early intervention strategy is implemented before the end of the Study period (10 Weeks).

- Appropriate intervention strategy will be implemented where the student is at the risk of not maintaining satisfactory course progress.
- The student will be contacted by Australian National College Student Support Team/ administration staff by telephone, email or mail and invited to a meeting to develop an action plan, which assists to improve student's academic progress.
- The student will need to come and discuss the appropriation of the course selection and opportunities for reassessment in subjects previously been assessed as 'unsatisfactory'.
- Students will be made aware of unsatisfactory course progress and will be reported to Department of Education and Training and Department of Home Affairs (DHA) and can lead to cancellation of their student visa (depending on the outcome of any appeal process if accessed).
- The Course Coordinator or the English Teacher/s will work with the student to ensure that the discussed action plan is implemented and produces higher levels of academic progress. Where the intervention strategy fails to promote student's academic progress a further meeting will be arranged to discuss additional support / counselling.
- Without a reasonable cause, where a student fails to achieve satisfactory course progress, Australian National College will take steps to report the student to Department of Home Affairs by terminating a

student enrolment which can lead to cancellation of his or her visa, depending on the outcome of any appeals process. ([Please refer to Complaints and Appeal Policy and Procedure](#))

- The reasonable cause is compassionate or compelling circumstances that are beyond the control of the student and they have an impact on the student's capacity and/ or ability to progress through course. These could include but are not limited to:
 - a. Serious illness to injury, where a medical certificate states that the student was unable to attend classes
 - b. Bereavement of close family members such as parents or grandparents (where possible death certificate should be provided).
 - c. Major political upheaval or natural disaster in the home country requiring their emergency travel and this has impact on their studies.
 - d. A traumatic experience which could include but not limited to:
 - i. Involvement in or witnessing of an accident, or
 - ii. A crime committed against the student, or
 - iii. The student has been witness to a crime and that has impact on the student (these cases should be supported by the police or psychologist's report).
- Where Australian National College has assessed the student as not achieving satisfactory course progress, Australian National College will notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The written notice will inform the student that he or she is able to access complaints and appeals process and that the student has 20 working days in which to do so.
- Where the student has chosen not to access the complaints and appeals processes within the 20 working days period, the reporting of student unsatisfactory course progress will be reported to Department of Education and Training and Department of Home Affairs (DHA) via PRISMS.

6. INTERVENTION STRATEGIES

6.1 Students are counselled on strategies to improve their performance, and a range of intervention strategies or other support strategies will be developed as required.

6.2 Intervention strategies include, but are not limited to:

- Reviewing Study skills/techniques
- Reviewing organisational/time management skills
- Providing additional English Language support
- Referral to Welfare Officer for counselling or referral to external provider
- Recommending tutoring outside class hours
- Setting up follow up meetings
- Other strategies negotiated with the student

7. UNSATISFACTORY COURSE PROGRESS WARNING LETTER

- i. Course progress will be determined at the end of the study period. Students will receive a report with a statement of students' results (**learning Outcomes**) for all assessments undertaken during the study period and a teacher's comment. This report is assessed to determine whether or not the student is progressing satisfactorily
- ii. If the student has failed to pass 60% of assessment tasks across all four macro skills, the student will be notified in writing that they are at risk of breaching their visa requirements and an intervention meeting is required.
- iii. An intervention strategy will be negotiated with the student and implemented

8. INTENT TO REPORT

- i. Students who have failed to pass 60% of assessment tasks across all four macro skills even after the implementation of intervention strategies and other support services available, the student will be issued with an Intention to Report letter. The letter will clearly state

that the student can appeal the matter using the Complaints and Appeals Policy within 20 working days of the letter being issued.

- ii. Students have the right to access the Complaints and Appeals Process at no charge to the students. Please refer to the Complaints and Appeals policy and procedure for further information.
- iii. The student's enrolment will be maintained while the complaints and appeals process is ongoing.

9 REPORT AND NOTIFICATION OF STUDENT

- If ANC has assessed that the student is not meeting Course Progress requirements in accordance with its policies, ANC must give the student a written notice of its intention to report.
- Australian National College will also advise the student of their right to access the ANC's internal complaints and appeals process within 20 working days from the notification date. The ANC's complaints and appeals policy and procedures are available on the ANC website (www.anc.vic.edu.au) and Student handbook.
- Where a decision or outcome is in favour of the student, the Australian National College will immediately revoke the decision to report the student unsatisfactory course progress & provide support to ensure overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE
- Australian National College will maintain the student's enrolment by only reporting a breach of Satisfactory Course progress requirements in Provider Registration and International Student Management System (PRISMS) in accordance with section 19(2) of the ESOS Act. if:
 - the internal and external complaints processes have been completed and the breach has been upheld;
 - the student has chosen not to access the internal complaints and appeals process within the 20 working day period;
 - the student has chosen not to access the external complaints and appeals process; or

- the student withdraws from the internal or external appeals process by notifying ANC in writing.

In above circumstances, the decision will be taken at the discretion of Australian National College Director of Studies with academic staff. Where this is not possible their non-compliance of this course progress requirement will be reported to Department of Education and Training and Department of Home Affairs (DHA) via Provider Registration and International Students Management System (PRISMS).

DOCUMENTS/FORMS:

1. Meeting with Student Form
2. Intervention Strategy Form
3. Compassionate and Compelling Circumstances Policy and Procedures
4. Complaint and Appeal Policy and Procedures
5. Complaint and Appeal form
6. Interventions strategies Guidelines (Appendix)
7. Unsatisfactory course progress 1st warning letter
8. Unsatisfactory course progress 2nd warning letter
9. Unsatisfactory course progress breach recorded letter

(APPENDIX)

Monitoring Course Progress requires Australian National College to have a documented intervention strategy.

INTERVENTION STRATEGY GUIDELINES

Introduction: Intervention Strategies to be put in place may incorporate the following:

- Student will be advised to attend the catch up classes
- Mentoring programs will be implemented
- Counselling will be arranged for the student

Reduction of load may be advised but the student will be advised to complete the course in the expected duration and he/she cannot exceed duration beyond the specified course duration on CRICOS.

Allowable extensions of course duration (National Code 2018)

The registered provider must not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within the expected duration, unless:

- *there are compassionate or compelling circumstances, as assessed by the registered provider on the basis of demonstrable evidence, or*
- *the registered provider has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or*
- *an approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment).*

This intervention strategy specifies the procedures for identifying and assisting students at risk of not meeting the required course progress requirements i.e. not attaining competency in one or more units undertaken/enrolled in a study period. This intervention strategy must be made available to staff and students.

The intervention strategy guidelines have been designed to assist Australian National College staff in determining how to assist students at risk of not meeting satisfactory course progress requirements as required by the Monitoring Course Progress Policy and Procedures.

Australian National College will implement intervention strategy for each student on a case-by-case basis. These guidelines include suggested actions, however these suggested actions are not exhaustive.

INTERVENTION STRATEGY GUIDELINES

Action	Responsibility	Comment
<p>Early Intervention {After 5 week of Study)</p>	<p>Student Support Team/Course Co-Coordinator</p>	<p>Australian National College will implement its intervention strategy (Early Intervention) in respect of students who are identified for the first time as not making satisfactory course progress in week 5- Mid Term Exam.</p> <p>Australian National College Will:-</p> <ul style="list-style-type: none"> • Identify student who is at risk of not maintaining Satisfactory Course Progress. • Notify the student by sending the "Unsatisfactory course progress 1st warning letter" stating risks of unsatisfactory course progress and ramification to their enrolment and visa requirements • Assist the student by arranging meeting with Australian National College Student Support Team, provide information about additional support services available and referral to external counselling (if needed).
<p>Intervention Strategy activated where the students attends</p>	<p>Student Support Team/Course Co-Coordinator</p>	<p><u>EARLY INTERVENTION IS REQUIRED</u></p> <ul style="list-style-type: none"> • Student Support Team/Course Co-Coordinator in conjunction with student will complete the meeting with student form and the intervention strategy form. • Where a student meets with either the student support team or course

		<p>coordinator, the student's enrolment cannot be cancelled due to not meeting satisfactory course progress if an intervention strategy has not been activated</p> <ul style="list-style-type: none"> • Assist the student by arranging meeting with Australian National College Student Support Team, review previous support strategies in place for the student, provide additional support services, and referral to external counselling (if needed) • Students would be monitored and supported through intervention strategies
<p>Intervention Strategy activated where students does not attend or contact the college</p>	<p>Student Support Team /Course Co-Coordinator</p>	<ul style="list-style-type: none"> • Student was sent the "Unsatisfactory course progress 1st warning letter" and the 5 days' timeline has now passed • Notify the student by sending "Unsatisfactory course progress 2nd warning letter" Requirements and information about support services available and referral to external counselling (if needed). • Where the students still does not contact the college, an "Unsatisfactory course progress breach recorded letter" will be sent after 5 days advising the student that they are in breach of their Student Visa Course requirements and will be reported via the PRISMS reporting system after the 20 business days given has lapsed
<p>Tailoring of Intervention Strategy</p>	<p>Student Support Team / Director of Studies</p>	<p>Intervention Strategies should be tailored to suit each individual student's needs.</p>

<p>Intervention Strategies</p>	<p>Student Support Team / Director of Studies</p>	<p>Intervention strategies can cover, but not limited to:</p> <ul style="list-style-type: none"> • Transition support • English language support • Study skills support • Welfare support • Reduction in course load
<p>Intervention Strategy- Transition support</p>	<p>Director of Studies / Student Counsellor</p>	<p>Students requiring transition support may be directed to the Student Support Team for assistance with:</p> <ul style="list-style-type: none"> • Accommodation problems • Cultural shock, homesickness • Local customs and etiquette • Balancing work commitments and studies
<p>Intervention Strategy- English Language Support</p>	<p>Director of Studies / Student Counsellor</p>	<p>Students requiring assistance with English language support may be directed to English Language Trainer. Students can receive assistance in:</p> <ul style="list-style-type: none"> • Grammar • Oral • Formatting • Research skills presentations • Presentations <p>Concurrently with their normal studies.</p>

<p>Intervention Strategy- Study skills support</p>	<p>Director of Studies / Student Counsellor</p>	<p>Students requiring assistance with study skills may be directed to Counsellor or Director of Studies.</p> <p>Students can receive assistance in:</p> <ul style="list-style-type: none"> • Assessment expectations (e.g. due dates) • Exam preparations • Time management • Class attendance and participation • Academic referencing and plagiarism • Reading and note taking skills • Research, web searching, and library skills
<p>Intervention Strategy- Welfare support</p>	<p>Director of Studies / Student Counsellor</p>	<p>Students may be directed to Student Support Team, Doctor or Counsellor to receive assistance with personal issues influencing progress</p>
<p>Intervention strategy- Reduction in course load</p>	<p>Director of Studies / Student Counsellor</p>	<p>Where it is believed the above intervention strategies will not assist a student in meeting satisfactory course progression a reduction in course load may be considered. Students must complete their studies within the duration of their Confirmation of Enrolment (eCoE) however if an approved intervention strategy has been implemented students may apply for eCoE extension if they cannot catch up through study in non-compulsory period.</p> <p>Director of Studies to be advised if student requires changes to length of eCoE.</p>

Study Plan	Course Coordinator / Director of Studies	An amended study plan may be required for a student who has an intervention strategy in place. The student must receive a copy of the amended study plan and a copy must be in student's file.
End Intervention strategy	Course Coordinator / Director of Studies	<p>A closing meeting will be arranged with the student. The course coordinator will complete a "meeting with Student Form"</p> <p>Student with successful outcome from the intervention strategy and final exam of that study block, will be promoted to the next level as appropriate.</p> <p>Student with unsuccessful outcome from the intervention and final exam of that study block, would be re-assigned to the same level as relearning would be required for them. The current intervention would be closed and the student will be required to repeat the same level.</p>
Evidence of Intervention strategy	Director of Studies	Documentary evidence of the measures implemented should be kept in student's academic file. Student should receive a copy of the intervention documentation.

When an intervention strategy has been activated for a student, documentation must be kept in the student's file for all follow up meetings, support provided and strategies undertaken by the student. The students' on-going intervention documentation is kept with the teacher until the end of the 10 weeks and would be followed up with a closing meeting based on the Final Exam for that study block and filed at the end of the 10 weeks

If it is noted that the student is not following the intervention strategy in place for the student, it is recommended that the student is sent a letter reminding the student that if they continue to not meet academic progress requirements he/she will be reported to Department of Education and Training and

Department of Home Affairs (DHA) which may result in their student visa being cancelled. The intervention continues over the following study block if the student fails to follow the intervention strategy as well as failing the final exam designed in the previous study block.

APPENDIX A: UNSATISFACTORY COURSE PROGRESS 1ST WARNING LETTER

CRICOS PROVIDER:

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. This progress is defined as passing at least 60% of assessment tasks across all four macro skills

You have failed to pass at least 60% of your assessment tasks and have therefore not met the minimum academic requirements to move to the next English language level. You are therefore at risk of making unsatisfactory course progress.

You must contact Australian National College and organise an appointment with the Student Administration Officer to discuss your poor satisfactory course progress and devise and agree to strategies to ensure that you pass at least 60% of your assessment tasks for the current term. We must discuss your individualised intervention plan to supporting your learning needs.

Please be advised that as soon as your projected course progress is recorded as unsatisfactory for two consecutive terms the college 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** from the date of this letter would lead to activation of reporting the overseas student enrolment process. Please be advised that in such cases, where no response is received from the student, Australian National College reserve the right to take appropriate action in regard with your enrolment.

At our College, our aim is to assist your satisfactory course progress 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,

Student Support Team

APPENDIX B: UNSATISFACTORY COURSE PROGRESS 2ND WARNING LETTER

CRICOS PROVIDER:

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. This progress is defined as passing at least 60% of assessment tasks across all four macro skills

You have failed to pass at least 60% of your assessment tasks and have therefore not met the minimum academic requirements to move to the next English language level. You are therefore at risk of making unsatisfactory course progress.

You must contact Australian National College and organise an appointment with the Student Administration Officer to discuss your poor satisfactory course progress and devise and agree to strategies to ensure that you pass at least 60% of your assessment tasks for the current term. We must discuss your individualised intervention plan to supporting your learning needs.

Please be advised that as soon as you're projected satisfactory course progress is recorded as unsatisfactory for two consecutive terms the college 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 issuing a breach recorded letter.** Please be advised that in such cases, where no response is received from the student, Australian National College reserve the right to take appropriate action in regard with your enrolment.

At our College, our aim is to assist your satisfactory course progress 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,

Student Support Team

APPENDIX C: UNSATISFACTORY COURSE PROGRESS BREACH RECORDED LETTER

CRICOS PROVIDER:

Date:

Student Name:

Student Number:

Student Address:

Dear.....

You were advised at the end of the previous study period that you were at risk of making unsatisfactory progress in your course. Despite the implementation of an intervention strategy to assist you with your course progress, our records indicate that you have now failed at least 60% of assessment tasks across all four macro skills in two consecutive study periods.

This is in Breach of your visa conditions and the ANC is now required to notify the Department of Home Affairs of this breach.

If you wish to appeal this decision, you must contact Australian National College in writing within 20 business days outlining the grounds of your appeal.

This process is outlined in the College's Complaints and Appeal Procedure and further information on this process can be gained from the Student Administration Officer.

If you do not lodge an appeal within 20 business days from the date of this letter, Australian National College will proceed with the reporting process.

Please be advised that you will be still required to attend Australian National College scheduled classes until contacted by the Department of Home affairs.

Yours sincerely,

Student Support Team

APPENDIX D UNSATISFACTORY COURSE PROGRESS BREACH REPORTED LETTER

Date: *(insert date)*

Student Name: *(insert details)*

Student Number: *(insert details)*

Student Address: *(insert details)*

Dear Student,

Subsequent to the institute issuing to you a UNSATISFACTORY COURSE PROGRESS BREACH REPORTED LETTER and in the absence of no correspondence from you regarding any intention to appeal the decision of reporting the breach of course progress within 20 business days, I am advising you that Australian National College has now notified the appropriate government agency(s) via the PRISMS reporting system regarding the breach of your Visa conditions (section 19 of the ESOS Act).

The Department of Home Affairs (DHA) as a result of this report may cancel your student visa. I recommend that you contact the Department of Home Affairs (DHA) regarding the status of your student visa.

Please also be advised that you are still required to attend the institute's scheduled classes until notified by the Department of Home Affairs (DHA).

If you do not agree with the Australian National College's decision, you may wish to contact The Overseas Student Ombudsman an external appeals and Complaints body. The details are as follows:

The Overseas Student Ombudsman (OSO) – For International Students Only
Phone: 1300 362 072

International: +61 2 6276 0111

Complaints: [Online Complaint Form](https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form)
(<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form>)

Post: Commonwealth Ombudsman, GPO Box 442, Canberra ACT 2601

Melbourne Office (By appointment only) Level 6, 34 Queen Street Melbourne VIC 3000

Yours sincerely

Director of Studies